

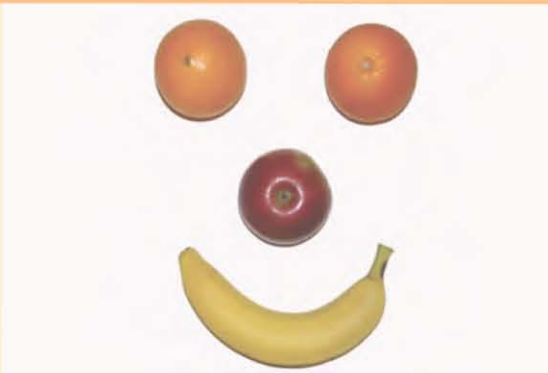
2011

Directory of Services

Missouri Department of Health and Senior Services



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PREFACE

The *Directory of Services* describes programs and services provided by the Missouri Department of Health and Senior Services (DHSS).

These services are divided among three programmatic divisions: community and public health, regulation and licensure, and senior and disability services. The Director's Office oversees and supports activities of these divisions.

This directory is intended as a general guide to public health and senior services in Missouri.



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HEALTH AND SENIOR SERVICES IN MISSOURI: A CONTINUING TRADITION

In 1883 the citizens of Missouri realized that the state could not prosper if the health of its residents was not protected. Epidemics of smallpox, typhoid and cholera severely threatened the health and welfare of Missourians. Concerned physicians led a citizens' campaign to establish a state agency responsible for the promotion of the people's health and the prevention of disease. On March 29, 1883, the Missouri Legislature responded by creating a State Board of Health.

The steady increase in the population and the extended life expectancy of Missourians show that the first State Board of Health successfully fulfilled its mandate to build an effective state public health agency.

When state government was reorganized in 1945, the Board of Health was superseded by the Division of Health of the Department of Public Health and Welfare. In October 1967 the Legislature again created a State Board of Health but within the framework of the Division of Health. Members of the Board of Health are appointed by the Governor with the advice and consent of the Senate.

State government reorganization in 1974 placed the Division of Health in the Department of Social Services. At that time, the division's environmental engineering and solid waste programs were transferred to the Department of Natural Resources and the Missouri Crippled Children's Service became a part of the Division of Health. After the 83rd General Assembly passed Senate Bill 25 and Governor John Ashcroft signed the legislation on July 29, 1985, the Department of Health (DOH) was created. That September, the department was officially empowered, charged with supervising and managing all public health functions and programs formerly administered by the Division of Health.

Executive Order 01-02, signed on Jan. 5, 2001, by Governor Roger Wilson, transferred the Division of Aging to the Department of Health effective Aug. 28, 2001, to become the Department of Health and Senior Services. Combining senior and public health issues into one system has allowed the department to more effectively focus on prevention and quality of life for all Missourians.

STATE BOARD OF HEALTH

The State Board of Health consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Health serves as an advisory board to the department. Members of the Board of Health serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 191.400) specifies that three members must be licensed physicians and surgeons licensed by the State Board of Registration for the Healing Arts; one member must be a dentist licensed by the Missouri Dental Board; one member must be a chiropractic physician licensed by the Missouri State Board of Chiropractic Examiners; two must be persons other than those licensed by the State Board of Registration for the Healing Arts, the Missouri Dental Board or the Missouri State Board of Chiropractic Examiners and must be representative of those persons, professions and businesses which are regulated and supervised by the department.

STATE BOARD OF SENIOR SERVICES

The State Board of Senior Services consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Senior Services serves as an advisory board to the department. Members of the Board of Senior Services serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 660.062) specifies that four members of the Board of Senior Services shall be members of the governor's advisory council on aging; one member shall be a person currently working in the field of gerontology; one member shall be a physician with expertise in geriatrics; one member shall be a person with expertise in nutrition; one member shall be a person with expertise in rehabilitation services of persons with disabilities and one member shall be a person with expertise in mental health issues. Of the two remaining members, the governor shall give consideration to individuals having a special interest in gerontology or disability-related issues, including senior citizens.

DIRECTOR'S OFFICE

The department director is responsible for the management of the department and the administration of its programs and services. The department deputy director assists the director and acts in his or her absence. The division of administration, and the offices of general counsel, governmental policy and legislation, human resources, and public information, report to the director.

Telephone: (573) 751-6002

DIVISION OF ADMINISTRATION

The Division of Administration provides fiscal, administrative and general services support to all department units. Services include budgeting, accounting, expenditure control, procurement, grant administration, internal control and procedure review, legislative review and general office support.

The following units within the division carry out these responsibilities:

THE DIRECTOR'S OFFICE

- oversees division operations;
- works in collaboration with division/center staff concerning fiscal, budgetary, or general support service matters;
- develops the division's budget and the overall department operating and leasing budgets;
- reviews and approves all contracts, participation agreements, memorandums of understanding, and grant applications issued by the department;
- reviews and approves all financial and procurement policies issued by the department;
- monitors division expenditures to ensure they remain within appropriated levels;
- develops and submits the department's indirect cost plan;
- coordinates changes to the department's chart of accounts; and,
- serves as a liaison to the State Auditor's Office and the Small Business Regulatory Fairness Board.

Telephone: (573) 751-6014

THE ASSESSMENT AND COMPLIANCE UNIT

- reviews and evaluates contractors' financial management systems and audits reports for financial and administrative compliance;
- provides technical assistance to programs concerning grant administration and monitoring; and,
- evaluates administrative, management, and fiscal controls of all levels of department operations.

Telephone: (573) 751-6104

THE BUREAU OF BUDGET SERVICES AND ANALYSIS

- coordinates and prepares the department's annual budget requests and serves as a department liaison to executive and legislative budget staff;
- monitors department expenditures to ensure financial accountability;
- consults with department program staff on a variety of budget issues; and,
- oversees the department fiscal note process.

Telephone: (573) 751-6016

THE BUREAU OF GENERAL SERVICES

- manages telecommunications equipment and services;
- manages building security/access cards;
- coordinates forms management, printing services, and copy machines;
- provides mail services;
- manages leased property;
- oversees the relocation/reconfiguration of modular office systems and plumbing, HVAC and electrical repairs;
- manages the department's vehicle fleet;
- provides warehouse services;
- distributes health-related audio/visual materials and literature upon request;
- performs equipment surplus functions; and,
- processes department operations invoices.

Telephone: (573) 751-6040

THE BUREAU OF FINANCIAL SERVICES

- coordinates department-wide financial activities;
- maintains and prepares financial reports on all federal grants;
- oversees the receipt of all funds and ensures timely deposit with the Department of Revenue;
- reviews all department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts;
- administers the fixed assets accounting system for the department;
- develops financial and procurement policies for the department;
- develops training materials, informational reports, and databases used to develop and monitor financial activities and contracts;
- provides security access to the SAM II financial system;

- assists in the development of departmental contracts, and reviews and approves all departmental contracts for compliance with federal and state rules and regulations;
- oversees procurement of all DHSS required supplies, materials, equipment, and services;
- reviews all federal grants, revenue-generating contracts and memorandums of understanding for compliance with federal and state policies and regulations;
- provides technical assistance and support in the development of grant applications;
- establishes reporting categories, federal aid numbers, and creates/modifies labor distribution profiles in the SAM II financial system; and,
- ensures payrolls are correct and posted properly.

Telephone: (573) 751-6024

OFFICE OF GENERAL COUNSEL

The office:

- provides legal support and opinions to all departmental divisions, centers and offices;
- provides advice on Health Insurance Portability and Accountability Act (HIPAA) privacy issues to all departmental divisions, centers and offices;
- litigates regulatory actions before departmental hearing officers and the Administrative Hearing Commission;
- pursues guardianship actions for eligible adults;
- provides coordination and cooperation to the attorney general's office in departmental litigation; and,
- provides in-service training on legal issues for department employees.

Telephone: (573) 751-6005

The **Employee Disqualification List Unit** is housed within the Office of General Counsel and:

- maintains the Employee Disqualification List, including all additions and deletions;
- processes requests from health care providers for access to the Employee Disqualification List automated checking systems; and,
- provides technical support to users of the automated checking systems.

Telephone: (573) 522-2449

OFFICE OF GOVERNMENTAL POLICY AND LEGISLATION

The office:

- coordinates the development, review and tracking of public health-, health-, and senior services-related state legislation;
- reviews federal legislation for its impact on department policy and programs;
- serves as the departmental liaison between elected officials, other state agencies and constituent groups; and,
- provides a research function concerning policy alternatives under consideration by other states or federal agencies.

Telephone: (573) 751-6003

OFFICE OF HUMAN RESOURCES

The Office of Human Resources provides human resource management services and support for the Department of Health and Senior Services. This office:

- assures the department's compliance with the state personnel law (merit system), and serves as a liaison with the state Office of Administration's Division of Personnel;
- establishes and maintains the department's position classification system;
- administers personnel functions of employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, termination, personnel records maintenance, and related personnel activities, and provides assistance to managers and supervisors in those areas;
- assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action, and provision of services;
- investigates and monitors complaints and grievances;
- coordinates and conducts professional development opportunities for DHSS staff to include new employee orientation and mandatory training for supervisors and managers;
- coordinates employee award and recognition programs;
- works with management on organizational change/development issues;
- coordinates distance-learning programs and development of online training courses;
- provides mediation services for employer/employee situations;
- coordinates issues relating to unions; and,
- revises and develops DHSS' administrative policies.

Telephone: (573) 751-6059

OFFICE OF PUBLIC INFORMATION

The Office of Public Information coordinates all public information released by the Department of Health and Senior Services, including media contacts and information in response to inquiries from other agencies and the public.

The office:

- prepares and distributes news releases and reports of activities of the department;
- responds to inquiries from the media, legislators and the public;
- designs and edits the department's publications, including newsletters, brochures and pamphlets for every program and division within the department;
- oversees the department's website;
- maintains the department's social media;
- counsels other units of the department about the communications aspects of public health and senior services programs and assists them in designing their publications and audiovisual material;
- provides video services for the department; and,
- promotes the department's health education programs to help reduce the impact of chronic disease on Missourians and injury prevention.

Telephone: (573) 751-6062

DIVISION OF COMMUNITY AND PUBLIC HEALTH

The Division of Community and Public Health is responsible for supporting and operating more than 100 programs and offices addressing public health issues such as: communicable disease control; chronic disease management; health promotion activities; children with special health care needs; genetic health conditions; cancer; pregnancy and pediatric conditions; vital statistics; oral health; health care access; local public health agencies; etc.

Programs operated include: Childhood Lead Poisoning Prevention; Environmental Childcare Inspection; HIV, STD & Hepatitis Surveillance; Syndromic Surveillance; Communicable Disease Control; Environmental Public Health Emergency Response; Food Protection; HIV Care; Immunization & Vaccine; Lead Licensing; Radon; TB Control; HIV/STD Prevention; Vector-borne Disease; Commercial Lodging; On-Site Sewage; Organ Donor; Comprehensive Cancer; WISEWOMAN; Show-Me Healthy Women; Tobacco Cessation; Adolescent Health; Home Visitation; Newborn Health; Fetal and Infant Mortality Review; Missouri Cancer Registry; Vital Records; Putative Father Registry; Missouri Information for Community Assessments (MICA); Office of Women's Health; Office of Primary Care and Rural Health; Oral Health Program; etc.

Telephone: (573) 751-6080

CENTER FOR EMERGENCY RESPONSE AND TERRORISM

The Center for Emergency Response and Terrorism:

- coordinates and provides direction for statewide public health preparedness planning and response activities throughout the department and coordinates with other local/state/federal agencies on emergency planning and response initiatives;
- assures that the department has an all-hazards plan that is integrated into the state all-hazards plan, a Strategic National Stockpile (SNS) Plan, a Pandemic Influenza Plan, a Continuity of Operations / Continuity of Government (COOP/COG) Plan, and standard operating procedures to facilitate a robust state response to any public health emergency;
- provides direction/coordination for the local public health agencies in public health preparedness;
- ensures regional public health emergency plan development that provides consistency and coordination of bioterrorism, pandemic, and other public health emergency planning throughout the state and assures consistency and coordination among local, state and federal partners;
- assures that the state public health all-hazards plans are regularly exercised, evaluated and refined based on outcomes of exercises and evaluations according to federal mandates and guidance;
- provides direction, coordination, and oversight of Missouri's portion of the Centers for Disease Control and Prevention's public health preparedness funding;
- provides direction, coordination, and oversight of Missouri's portion of the Health and Human Services' hospital preparedness funding;
- provides direction and technical assistance to health care providers including hospitals, community health centers, trauma centers, etc., regarding preparedness for pandemic influenza, bioterrorism, surge capacity, and mass fatalities;
- oversees the Cities Readiness Initiative (CRI) for the cities of St. Louis and Kansas City, which can include mass prophylaxis of the entire population within 48 hours; and,
- maintains the Department Situation Room (DSR), which can be quickly activated and fully staffed to function as a command-and-control center in an emergency. The toll-free number, (800) 392-0272, is answered 24 hours a day, seven days a week.

Telephone: (573) 526-4768 or (800) 392-0272 (24/7)

STATE PUBLIC HEALTH LABORATORY

The Missouri State Public Health Laboratory (SPHL) located in Jefferson City, is dedicated to the promotion, protection and assurance of the health of Missouri's citizens by providing a wide range of laboratory and analytical services. These services include laboratory testing for infectious diseases, genetic disorders and environmental concerns, both in support of public health programs, and as a reference laboratory performing confirmatory or specialized procedures. As the only Centers for Disease Control and Prevention Laboratory Response Network (LRN) laboratory for the State of Missouri, the Missouri SPHL provides scientific expertise and managerial leadership to meet the challenges in clinical and environmental laboratory disciplines and in the development of public health policy. Annually over 5 million tests (many required by law) are performed by the Missouri State Public Health Laboratory.

The Administration:

- provides laboratory leadership and personnel management;
- develops current and future applications of the Laboratory Information Management System;
- maintains a comprehensive safety program for the SPHL and other Missouri laboratories;
- develops and maintains quality systems;
- ensures Clinical Laboratory Improvement Amendments compliance;
- manages procurement, commodity, maintenance contracts and purchasing cards;
- manages accounts receivable and payable, and revenue generation;
- reviews federal aid applications and memorandums of understanding;
- tracks expenditures and prepares operating budget requests;
- performs cost analyses, grants management, legislative reviews and fiscal note preparation;
- compiles statistical workloads and prepares special reports; and,
- prepares and ships newborn screening blood spot forms to birthing centers, clinics and midwives for the return of laboratory specimens.

Telephone: (573) 751-3334

THE CENTRAL SERVICES UNIT:

- prepares glassware for use in various units;
- sterilizes biological waste;
- receives and stores general supplies;
- assembles and ships specimen kits to hospitals, laboratories and public health offices for the submission of laboratory specimens; and,
- monitors and tracks the state-wide courier system activities.

Telephone: (573) 751-4830

THE CHEMISTRY UNIT:

- conducts lead analysis of blood samples collected from children;
- performs various inorganic and organic chemical analyses of private water supplies;
- conducts heavy metal analyses on samples obtained from household plumbing supplied by public water;

- conducts radiological analyses on water and various other environmental and food materials;
- conducts lead analysis on soil, water, paint samples, and dust wipes collected from homes of children with elevated blood lead levels;
- conducts analyses of human serum samples for various chemicals collected in response to a chemical terrorism event; and,
- conducts biomonitoring analyses and studies of various chemicals resulting from human chemical exposures.

Telephone: 573-751-3334

THE EMERGENCY RESPONSE OUTREACH & TRAINING UNIT:

- develops emergency plans for the State Public Health Laboratory;
- coordinates with external partners to provide integrated laboratory services and response to emergencies, natural or international;
- established and maintains the Missouri Laboratory Response Network;
- develops outreach and training activities for clinical laboratories, local public health agencies and first responders; and,
- coordinates with federal agencies to participate in the National Laboratory Response Network.

Telephone: 573-522-1444

THE ENVIRONMENTAL BACTERIOLOGY UNIT:

- tests public and private water supplies and recreational waters for the presence of Coliform and *Escherichia coli* bacteria;
- tests food suspected of causing disease;
- inspects and approves water and milk testing laboratories; and,
- tests environmental samples for biological terrorism agents.

Telephone: (573) 751-3334

THE IMMUNOLOGY UNIT:

- performs syphilis testing to detect Treponemal antibodies;
- performs the EA and Western Blot for the presence of antibodies to HIV-1 and HIV-2; and,
- performs a Nucleic Acid Amplification test on swab or urine specimens for *Chlamydia trachomatis* and *Neisseria gonorrhoeae*.

Telephone (573) 751-3334

THE NEWBORN SCREENING UNIT:

- performs laboratory screening on dried blood-spot samples for 67 mandated genetic, metabolic and endocrine disorders on all infants born in Missouri to detect such disorders before illness, disability or death occurs; and,
 - analyzes whole blood specimens to detect sickle cell disease and other hemoglobin disorders.
- When these disorders are detected in the first weeks of life and are medically managed, babies can live healthy lives.

Telephone: (573) 751-2662

THE MICROBIOLOGY UNIT:

- examines samples for the presence of enteric pathogens such as salmonella and shigella;
- examines samples for the presence of scabies, intestinal and blood parasites;
- identifies unusual and dangerous pathogenic bacteria received from other laboratories;
- examines samples for *Bordetella pertussis* (whooping cough);
- serves as an advanced reference laboratory for detection and the identification of bacterial bioterrorism agents; and,
- collects and disseminates surveillance data on infectious bacterial diseases.

Telephone: (573) 751-3334

The post analytical reporting team:

- handles all specimen and sample data entry for every analytical/testing unit of the laboratory;
- captures records and archives the clinical demographics and result of each sample/specimen submitted for testing;
- works closely with testing units and serves as a liaison to providers to assure timely recording and dissemination of results; and,
- completes additional quality assurance checks on each test result prior to dissemination.

Telephone: (573) 751-3334

THE VIROLOGY UNIT:

- performs hepatitis A and hepatitis B tests to identify cases of viral hepatitis;
- tests serum and cerebral spinal fluid to identify infections with West Nile and related arboviruses;
- performs Norovirus (Norwalk-like virus) Real-time PCR testing to identify outbreaks of viral gastroenteritis;
- performs molecular testing to identify cases of respiratory disease (such as H1N1) or rash illness;
- examines animal brain tissue for the presence of rabies virus;
- performs virus culture tests for surveillance of circulating viruses such as influenza, adenovirus, enteroviruses and cytomegalovirus;
- performs year-round influenza testing and disseminates surveillance data on viral diseases;
- performs serologic tests for diseases such as measles and rubella; and,
- conducts examinations for viral agents related to suspected acts of bioterrorism.

Telephone: (573) 751-3334

THE TUBERCULOSIS UNIT:

- processes clinical specimens and reference cultures for the presence of mycobacteria;
- performs AFB smear and culture, identification, susceptibility testing and genotyping for *Mycobacterium tuberculosis* complex;
- identifies clinically significant mycobacteria other than *M. tuberculosis*; and,

- utilizes high performance liquid chromatography and genetic probe technology to identify mycobacteria.

Telephone: (573) 751-3334

OFFICE OF FINANCIAL AND BUDGET SERVICES

The Office of Financial and Budget Services provides leadership and oversight of fiscal management systems for the division. It serves as the primary contact for the division's programs and operations on fiscal issues. The office provides leadership in the development of the division's budget and assures that fiscal resources contribute positively to the achievement of the division's strategic goals. In addition, the office provides training to programs in all aspects of fiscal management, including budget, grant preparation and management, expenditure tracking, fiscal note and decision-item preparation, contracts, contract monitoring, and purchasing and procurement.

TELEPHONE: (573) 751-9071

CENTER FOR LOCAL PUBLIC HEALTH SERVICES

The Center for Local Public Health Services (CLPHS) works to strengthen Missouri's public health system of 114 local public health agencies and is responsible for 342 contracts. The contracts include Core Public Health Functions, Maternal Child Health, Child Care Consultation, and Senior Falls Support. Technical assistance is provided by CLPHS to the Council for Public Health Nursing, Heartland Learning Management System, School Health contracts, and numerous grants. CLPHS staff provides leadership, training and technical assistance to local public health agencies, communities, not-for-profit organizations and other health-related key stakeholders regarding the development of processes that improve community-based public health systems.

Telephone: (573) 751-6170

The Center for Local Public Health Services:

- manages regularly scheduled meetings to facilitate dialogue with the Department of Health and Senior Services Director's Advisory Council and the Missouri Association of Local Public Health Agencies on public health issues;
- promotes the leadership and administrative capabilities of local governing bodies and administrative staff;
- produces *Friday Facts*, a weekly publication distributed to 10,000 stakeholders statewide, an infrastructure survey reflecting Missouri's public health system workforce and scope of work, a financial analysis of Missouri's 114 local public health agencies, and website information for the local public health system and general public;
- coordinates the Council for Public Health Nursing to provide leadership, expertise and advocacy related to public health nursing practice, standards and issues;
- facilitates strategic planning and board training with local public health agencies, governing boards, and community groups;
- identifies and coordinates professional development opportunities for the public health workforce;
- collaborates with the Missouri Institute for Community Health to implement and maintain the voluntary accreditation program for local public health agencies;
- partners with St. Louis University School of Public Health-Heartland Center to facilitate public health leadership training on local, state, and multi-state levels;

- serves as a liaison to community coalitions, schools, universities, professional boards and organizations concerning public health issues;
- coordinates local public health emergency response through the Center for Emergency Response and Terrorism;
- provides technical assistance and consultation to local public health agencies to expand or enhance activities that improve the health and safety of mothers and children; and,
- responds to inquiries related to nursing and public health nursing practice.

OFFICE OF MINORITY HEALTH

The Office of Minority Health monitors programs in the Department of Health and Senior Services for their impact on the health status of minority populations in Missouri.

Telephone: Jefferson City (573) 751-6064
 St. Louis (314) 877-0245

The office:

- promotes the development of community coalitions and resources;
- provides technical assistance to community and faith-based organizations to implement HIV/AIDS initiatives targeted to the African-American population;
- assists department personnel with cultural awareness and sensitivity;
- assists in the design, development, and review of department programs that impact the health status of minorities;
- assists in the coordination and development of educational programs and culturally sensitive minority-health education materials designed to reduce the incidence of disease in the state's minority population;
- assists in analyzing federal and state legislation for its impact on the health status of minorities;
- assists community minority health organizations by identifying available funding for health programs through public and private grants, and promoting coalition and community development resources;
- provides staff resources and minority health information to the Missouri Department of Health and Senior Services' Minority Health Advisory Committee; and,
- provides staff resources to assist the *Governor's Commission on Special Health, Psychological and Social Needs of Minority Older Individuals*, which was established by statute in 1994 to study the needs of the state's minority older individuals and make recommendations to the governor, legislature and department in meeting those needs. The commission, which consists of 16 members appointed by the governor, advises the department director on minority health issues.

OFFICE OF PRIMARY CARE AND RURAL HEALTH

The Office of Primary Care and Rural Health works to ensure access to and availability of primary health care services for all of Missouri's populations, including its rural citizens. A major goal of the office is to reduce the shortage of medical, dental, mental, nursing, and nutritional health professionals throughout Missouri. The office also administers Missouri's oral health program, which provides a broad range of core public health activities for oral health.

Telephone: (573) 751-6219

PRIMARY CARE INITIATIVES

Through private/public partnerships, the Primary Care Initiatives Program works to ensure access to and availability of primary health care services for all Missourians. Efforts to increase access to care include: evaluating availability and accessibility of primary medical, mental and dental health professionals; developing resources to enhance and expand community-based health care delivery systems; working with federal, state and local partners in the recruitment and retention of health care professionals in health professional shortage areas; and assessing the extent, impact and characteristics of the lack of insurance on health care delivery systems, communities and individuals in Missouri. The initiatives under this program include:

- **The Primary Care Office.** The office evaluates the state's primary health care workforce needs, and directs state and federal incentives to qualified professionals who are willing to care for the medically underserved. Key activities include:
- **Assessment and Designation of Health Professional Shortages.**
This program identifies and requests designations for Health Professional Shortage Areas (HPSAs) for mental, dental and primary medical care disciplines through the Department of Health and Human Services (DHHS). HPSAs are areas identified as medically underserved and areas the Secretary of DHHS determines have a shortage of health professionals.
- **The Primary Care Resource Initiative for Missouri/Access to Community Care Services (PRIMO/ACCS).** The PRIMO/ACCS program provides funding to create new or to expand community-based health care delivery systems that provide high quality, accessible, primary medical, dental and behavioral health services to underserved Missourians.
- **Missouri Health Professional Placement Services (MHPPS).** MHPPS is a collaboration between the Missouri Primary Care Association and the Department of Health and Senior Services. MHPPS works with health care providers to locate practice opportunities to meet their professional and personal needs. Providers are recruited in all specialties of medicine, oral health and mental health for Missouri. Rural and urban health care facilities located in HPSAs are also eligible for recruitment services. The services provided also include maintaining a database of current health care opportunities in Missouri and working with a professional recruitment and retention manager to match individuals to communities. There are no fees associated with this program.
- **J-1 Visa/State 30 Waiver Program and National Interest Waiver Program.** Foreign medical graduates are allowed to remain in Missouri after completion of advanced medical training in exchange for service in underserved communities. Practitioners are recruited and sponsored by Missouri health care facilities or organizations to serve the specific needs of a community. The National Interest Waiver Program allows participants time and opportunity to pursue U.S. citizenship.
- **National Health Service Corps (NHSC).** The National Health Service Corps provides loan repayment opportunities for mental, dental, and primary care providers who commit to serving a two-year term of service in a health professional shortage area. The NHSC actively recruits providers and works with approved sites to recruit providers to their location. NHSC-approved sites agree to provide a sliding fee scale for clients, accept Medicare, Medicaid and MO HealthNet for Kids, and ensure that no one will be denied access to services due to an inability to pay. The NHSC also provides scholarship opportunities to students in the health care field, providing tuition, fees, education costs, and a living stipend to participants in exchange for service in an area of need.

RURAL HEALTH INITIATIVES

Through private and public partnerships, the Rural Health Initiatives assures the availability of and access to essential health care services for all rural Missourians. Efforts include supporting the health care delivery system infrastructure in rural areas (particularly small rural hospitals) through resources and initiatives for quality improvement and reducing medical errors; complying with new regulations; and implementing technology enhancements in order to improve services and health outcomes. The initiatives include the:

- **Office of Rural Health.** The office serves rural communities by collecting and disseminating information; providing technical assistance; coordinating rural health interests and activities statewide; and supporting efforts to improve recruitment and retention of health professionals in rural areas.
- **Medicare Rural Hospital Flexibility Program.** The program provides support to critical access hospitals to implement or expand the quality of health care they provide and improve their financial and operational performance. The program also develops collaborative regional and local health delivery systems and coordinates activities with the Missouri Hospital Association and the Missouri Quality Improvement Office. Other program activities include expanding training opportunities to integrate local EMS systems into the health care network to improve health outcomes in rural Missouri.
- **Small Rural Hospital Improvement Program.** The program provides financial and technical assistance to small rural hospitals by offsetting costs related to: the implementation of prospective payment systems; delivery system changes as outlined in the Affordable Care Act, such as value-based purchasing; accountable care organizations; and, payment bundling.

HEALTH PROFESSIONAL INCENTIVE PROGRAMS

The purpose of the Health Professional Incentive Program is to reduce the shortage of health care professionals and to increase access to health care for all Missouri citizens. The state issues health professional student loans to primary medical, dental, nursing, behavioral, and nutritional health students. The loans are “forgiven” when the recipient graduates, becomes licensed/registered/certified, etc., and works in a Health Professional Shortage Area (HPSA) in Missouri. The initiatives under this program include the:

- **Health Professional Loan Repayment Program.** The program provides financial incentives for licensed primary care physicians (family or general practice, pediatrics or general internal medicine), general practice dentists and primary care nurse practitioners, psychiatrists, psychologists, licensed professional counselors, licensed clinical social workers, and dietitians/nutritionists. Participants agree to accept Medicare and MO HealthNet (formerly called Medicaid) patients and provide a discounted fee schedule, based on family size and income, for all uninsured individuals.
- **PRIMO Health Professional Recruitment and Loan Programs.** Early recruitment (high school) of health professional students is promoted, especially recruitment of individuals from rural, inner city and underserved communities in Missouri. In addition, educational loans are provided to health professional students in exchange for an obligation to provide primary health care services in underserved areas upon completion of training. Disciplines include primary medical, dental, behavioral and nutritional health.
- **Professional and Practical Nursing Student Loan and Loan Repayment Program.** Support for nursing students and nursing professionals is provided in exchange for service in Missouri’s underserved communities. Educational nursing student loans are provided for nursing students annually. In return, participants are obligated to provide nursing services in a Health Professional Shortage Area (HPSA) in Missouri upon graduation. Graduates provide a year of service for each loan obtained. Professional nurses are provided loan repayments for past nursing education debt in exchange for

service in hospitals, health care agencies, and public health care agencies located in a HPSA designated area or site. Professional nurses agree to continue working in a qualifying employment area or site for typically two years worth of service for the amount of loan repayment provided.

Oral Health Programs

The Oral Health Program provides a broad range of core public health activities for oral health. Activities include oral health surveillance; oral health education; technical assistance with community water fluoridation; portable dental equipment for community outreach; promotion of dental sealants; and other preventive measures including the application of fluoride varnish. The program also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public. The initiatives under this program include:

- **The Oral Health State Plan.** Through the collaboration of an Oral Health Task Force—consisting of oral health professionals from the public and private sectors, and representatives from dental schools, local public health agencies, medical providers, oral health coalitions, community health centers and agencies that work with community water fluoridation and special populations like the disabled, elderly, and homeless in 2009—a Statewide Oral Health Plan was developed. The plan has been distributed and is available on the department's website. Oral health stakeholders have been invited to use the plan to address oral health in their communities.
- **The Oral Health Preventive Services Program (PSP).** Oral health surveillance, education and preventive services to children under the age of 18 are provided through a community-based system of care that includes representation of all aspects of the community and the health care delivery system. Core components include community collaboration; a dental referral system; a standardized screening and surveillance methodology; and providing fluoride varnish, screening forms, supplies, data analysis and oral health educational materials to participating communities. This program is available to any school, Head Start Program or early childhood learning center. During the 2010 school year, 54,187 children participated in this program.
- **Oral Health Education.** The K-12 Oral Health Education Curriculum has been developed and is available on the department's website. The curriculum is grade-specific and has been well received throughout the nation and internationally. This curriculum, available in both English and Spanish, has also been adapted by the Native American Professional Parent Resource.
- **Oral Health Screening and Surveillance.** A state-based oral health surveillance system has been established to evaluate the oral health of Missouri's children. Surveillance and data collected from a random, representative sample of third-grade children was initially implemented in 2005 with a follow-up assessment in the 2009-2010 school year. In addition to intra-oral screening data, the surveillance program evaluates access to dental services for those children and provides technical assistant to the schools conducting dental screenings. In 2009, the first statewide assessment examined the oral health of specific adult populations. The target populations included elderly adults living independently, elderly adults requiring living assistance, and the ambulatory, uninsured/underinsured adults. Surveillance activities took place in the following settings: skilled nursing homes, senior centers, homeless shelters, and community health centers.
- **Public Water Fluoridation Program.** Technical assistance on best practices, health outcomes and state and national resources are provided to assist communities in the fluoridation of the public water supply. Community water fluoridation programs receive information on fluoridated water systems within the state, and educational information is provided to assist communities.

- **Portable Dental Equipment.** The loan of portable dental equipment is offered to hygienists and dentists who wish to provide outreach in their communities and to help communities and organizations promote public oral health activities. The equipment consists of a patient chair, dentist stool, light, air compressor and dental unit. This equipment is available at eleven sites statewide. Specific site information can be obtained by visiting the department's website.
- **Missouri Donated Dental Services Program.** Those with physical, medical or mental disabilities, or those who are elderly, are linked to volunteer dentists and dental laboratories.

OFFICE ON WOMEN'S HEALTH

The Office on Women's Health is committed to promoting improved physical and mental health and well-being of Missouri's women and girls, thus lessening their burden of preventable disease and injury.

Telephone: (573) 526-0445

The office:

- promotes a comprehensive view of women's health, including a focus on social, emotional, economic, and educational factors affecting women's health and well-being;
- enhances the visibility and prominence of women's health issues;
- identifies issues affecting women's health and well-being and proposes strategies for addressing those issues, assisting in the design, development, and review of state and local programs that address women's health needs;
- recommends and monitors policies to ensure equitable, effective, accessible health services for women;
- convenes and staffs the Women's Health Council to ensure appropriate expert advice and guidance for office policy recommendations;
- promotes communication about women's health needs and issues among a wide variety of constituent groups, stakeholders, and advocacy organizations;
- works for improved coordination of and greater collaboration among all programs and services affecting women's health;
- assures that public information and health education initiatives and programs include appropriate emphasis on women's health issues;
- serves as a resource on women's health for communities, the department, local health departments, other state agencies, and the governor's office;
- contracts with community organizations and universities to provide services for preventing sexual violence; and,
- contracts with community organizations that assist victims recovering from the trauma of sexual assault and sexual abuse. Specialized programs provide sexual assault prevention education for adolescents and adults and professional training for those working in the field of primary prevention of sexual violence. Specific services provided are individual counseling, support groups, face-to-face interaction, and advocacy.

The Office on Women's Health's funding will begin to transition from direct services to a primary prevention focus.

SECTION FOR CHRONIC DISEASE PREVENTION AND NUTRITION SERVICES

The Section for Chronic Disease Prevention and Nutrition Services directs statewide programs that are designed to prevent and control chronic diseases for all Missourians and support the nutritional health of high-risk populations. The section provides leadership for the assessment, development of plans and policies, and the implementation of evidence-based approaches to prevent and control cancer and chronic diseases, the leading causes of death in Missouri. In addition, the section administers statewide programs that provide food assistance and nutrition services, early screening and detection of cancer, and health promotion interventions to reduce risk factors for chronic diseases (e.g., tobacco use, physical inactivity, and poor diets). These programs are managed through the bureaus of Cancer and Chronic Disease Control; Health Promotion; Community Food and Nutrition Assistance; and Women, Infants, and Children (WIC) and Nutrition Services. Telephone: (573) 522-2800

BUREAU OF CANCER AND CHRONIC DISEASE CONTROL

The Bureau of Cancer and Chronic Disease Control coordinates programs focused on the prevention and control of chronic diseases such as cancer, arthritis, asthma, heart disease, diabetes, stroke, and osteoporosis. In addition, the bureau supports efforts to improve or save lives through organ and tissue donation. Bureau efforts include public education, professional education, coalition development and technical assistance, early detection and diagnostic services, chronic disease management, policy development, and maintenance of the organ and tissue donor registry. The bureau employs multiple strategies to improve the health of local communities and to enhance health care access in order to control cancer and chronic diseases.

Telephone: (573) 522-2860

COMPREHENSIVE CANCER CONTROL PROGRAM

The Comprehensive Cancer Control Program partners with many dedicated individuals, professionals, and cancer survivors who share expertise, resources and ideas to develop a statewide cancer plan and tackle cancer priorities that are too broad to confront alone. The program and its partners support healthy lifestyles, recommend cancer screenings, educate people about cancer symptoms, increase access to quality cancer care and enhance cancer survivors' quality of life.

Telephone: (573) 522-2841

SHOW ME HEALTHY WOMEN (SMHW)

The SMHW Program provides free breast and cervical cancer screening and diagnostic services to eligible women 35 years of age and older. The program's goal is to reduce the mortality rate of breast and cervical cancer for Missouri women. The program is funded by the Centers for Disease Control and Prevention and provides direct health services to low-income Missouri women who are uninsured or underinsured. SMHW also receives General Revenue funding and donations to provide services to eligible clients. Most women diagnosed with breast or cervical cancer through the program are eligible for free treatment under the Breast and Cervical Cancer Treatment Act.

ARTHRITIS AND OSTEOPOROSIS CONTROL PROGRAM

The Missouri Arthritis and Osteoporosis Control Program (MAOP) promotes optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related

musculoskeletal conditions. MAOP works with a network of regional arthritis centers throughout the state to deliver evidence-based exercise and self-management programs and education.

Telephone: (573) 884-1220

ASTHMA PREVENTION AND CONTROL PROGRAM

The goal of the Asthma Prevention and Control Program is to improve the capacity of Missouri's public health system to define and reduce the burden of asthma. Program services include linking existing resources and partners, maintaining comprehensive surveillance and evaluation, and providing technical assistance for local control efforts.

Telephone: (573) 522-2860

DIABETES PREVENTION AND CONTROL PROGRAM

The Missouri Diabetes Prevention and Control Program addresses diabetes prevention and diabetes complications by influencing change at the policy, environmental, health systems and community levels.

Telephone: (573) 522-2860

HEART DISEASE AND STROKE PREVENTION PROGRAM

The Heart Disease and Stroke Prevention Program promotes the prevention of heart disease and stroke, especially in those who have already had an event or who have the risk factors for heart disease and stroke, and the reduction of health-related disparities. The focus areas are: controlling high blood pressure and high cholesterol; knowing the signs and symptoms of heart attack and stroke; calling 9-1-1; improving emergency response; improving quality of care and eliminating disparities in health care; and worksite and community settings utilizing evidenced-based public health practices through population-based education, policy and system change strategies.

Telephone: (573) 522-2860

ORGAN AND TISSUE DONOR PROGRAM

The Organ and Tissue Donor Program maintains a statewide, confidential registry of potential organ and tissue donors that is available to procurement agencies 24/7, 365 days a year. The program works with partners to develop and implement statewide public education initiatives to increase public awareness about donation, the registry and how to enroll in the registry. Initiatives are funded solely by voluntary contributions received at local driver's license offices throughout the state when an individual applies for a driver's license or an identification card, renews a motor vehicle license, purchases an organ donor specialty license plate, or makes a direct donation to the department.

Telephone: (573) 522-2860

WISEWOMAN PROGRAM

The goal of the WISEWOMAN Program is to reduce heart disease in Missouri women. WISEWOMAN provides services for low-income, under-insured women age 35 and older who are clients of the Show Me Healthy Women Breast and Cervical Cancer Early Detection Program. Services include health screenings for heart disease risk factors, including high cholesterol, high blood pressure, obesity and diabetes. In addition, WISEWOMAN risk counseling and lifestyle education helps women eat healthier, be more physically active and quit smoking in order to reduce their risk for heart disease.

Telephone: (573) 522-2845

BUREAU OF HEALTH PROMOTION

The Bureau of Health Promotion oversees programs and initiatives to reduce tobacco use and exposure to secondhand smoke, physical inactivity, and unhealthy eating—the primary risk factors for preventable chronic diseases, including obesity, and premature death. The bureau supports local programs through contracts, training and technical assistance in implementing evidence-based strategies to reduce the risk factors.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

CHRONIC DISEASE PRIMARY PREVENTION PROGRAM

The goal of the Chronic Disease Primary Prevention Program is to reduce the primary risk factors for chronic diseases—tobacco use and exposure to secondhand smoke, as well as physical inactivity and unhealthy eating—that lead to obesity. Contracts are established with 11 local public health departments in a multi-county collaborative serving a total of 21 counties and one city, Joplin. The funding supports building local capacity to implement evidence-based approaches and best practices to achieve program goals. Emphasis is placed on making environmental, policy and system changes to support healthy behaviors for schools, worksites, and communities.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

COMPREHENSIVE TOBACCO USE PREVENTION PROGRAM

The goals of the Missouri Comprehensive Tobacco Use Prevention Program are to prevent youths from tobacco-use initiation, promote quitting among youth and adults, eliminate exposure to secondhand smoke and reduce the impact on populations disproportionately affected by tobacco. Program staff works with youth advocacy groups, community-based coalitions, voluntary organizations and partners to educate the public about the health effects of tobacco use and exposure to secondhand smoke, and to advocate for policies to prohibit tobacco use on school property and to eliminate exposure to secondhand smoke in public places. Employers are encouraged to implement smoke-free workplace policies and to include effective tobacco cessation assistance in employee health insurance coverage. Staff provides data and technical assistance to increase effectiveness of local program efforts. To increase quitting among tobacco users, the Missouri Tobacco Quitline (1-800-QUIT-NOW) provides free cessation counseling services and referrals for local assistance. Health care professionals are encouraged to assess tobacco use status, counsel those who use to quit, and make referrals to the Quitline for additional counseling.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

TEAM NUTRITION PROGRAM

The USDA Team Nutrition Training grant is used to help schools and childcare providers promote healthy eating and physical activity habits among children. Funds are aimed at activities that are designed to reduce rates of childhood overweight and create healthier school and childcare nutrition and physical activity environments.

Telephone: (573) 522-2820

BUREAU OF COMMUNITY FOOD AND NUTRITION ASSISTANCE

Community Food and Nutrition Assistance administers programs that provide supplemental nutrition assistance to vulnerable populations; improve health status; contribute to optimum growth and development; and decrease the risk of chronic diseases later in life. The assistance includes meal subsidies to eligible

organizations that feed infants, children and youth, and food packages to low-income elderly persons, women, infants and children.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program (CACFP) provides reimbursement for nutritious meals and snacks served to eligible participants in child care centers; family child care homes; homeless shelters; before and after school programs; and adult day care centers. The goal of this program is to see that well-balanced meals are served and good eating habits are taught in child and adult care settings. The CACFP also helps to improve the quality of care provided in eligible facilities, and helps to keep the cost of care affordable for families. The program serves children younger than age 13; children of migrant workers age 15 or younger; children enrolled in at-risk after school programs age 18 or younger; physically or mentally handicapped persons receiving care in a center where most children are 18 years or younger; and adults who are functionally impaired or older than 60. It provides training and technical assistance on nutrition, food-service operations, program management and record keeping.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

SUMMER FOOD SERVICE PROGRAM

The Summer Food Service Program (SFSP) helps assure that eligible populations have access to nutritious meals during the summer months when school is not in session by providing reimbursement to community agencies that can offer the required continuum of meals. Eligible participants include children 0-18 years of age whose family incomes are less than or equal to 185 percent of the Federal Poverty Guidelines. Income-eligible adults over 18 years of age who have been determined by a state educational agency to have a disability and who participate in a school-based program for the disabled during the school year also are able to participate in the program. There are contracts with schools and other community-based organizations to sponsor the local programs and provide meals that must meet established guidelines. The program increases the nutrient intake of program participants, thereby reducing their risk for health problems and enhancing their learning capacities. The SFSP also improves the quality of summer programs offered in areas of economic need.

Telephone: (573) 751-6269 or toll-free (888) 435-1464

COMMODITY SUPPLEMENTAL FOOD PROGRAM

The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income pregnant and breast-feeding women, other new mothers up to one year postpartum, infants, children up to their sixth birthday and older persons at least 60 years of age by supplementing their diets with nutritious U.S. Department of Agriculture commodity foods. The program also provides health referral services and nutrition education. Eligible women, infants and children must meet income eligibility requirements (currently 185 percent of the Federal Poverty Guidelines) while older persons must have income at or below 130 percent of the Federal Poverty Guidelines. Women, infants, children and the elderly must reside in the state of Missouri and cannot also be participating in the WIC Program.

Telephone: (573) 751-6269

BUREAU OF WIC AND NUTRITION SERVICES

The Bureau of WIC and Nutrition Services focuses on educating participants about the health benefits of breastfeeding and providing nutrition education to WIC participants that results in positive health outcomes. Bureau programs focus on assuring that those Missourians found to be “nutritionally at-risk” receive

nutritious food supplements through local grocery vendors according to federal guidelines.

Telephone: (573) 751-6204

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)

The WIC program prescribes and pays for nutritious foods to supplement the diets of pregnant women, new mothers, infants and children up to their fifth birthday who qualify as “nutritionally at risk” based on a medical and nutrition assessment and who meet state income guidelines (185 percent of Federal Poverty Guidelines or eligible for MO Health Net [Medicaid], TANF or the Supplemental Nutrition Assistance Program [SNAP -Food Stamps] and reside in Missouri). Program participants are reassessed periodically to determine eligibility status. These services are provided at the local level through contracts with county and city health departments, federally qualified health centers, community action agencies, one faith-based facility and hospitals. WIC contracts with retail grocers and pharmacies where participants purchase the prescribed supplemental foods. The WIC program provides nutrition education to program participants so they change their eating patterns and improve their health; breastfeeding counseling; and support to pregnant women and new mothers. In addition, local WIC staff conducts immunization screenings and referrals to assure children are immunized appropriately and provides appropriate referrals to address the WIC participant’s need. The WIC Program Nutrition Training Institute assesses the training needs of community-based professionals and provides relevant nutrition-related training through seminars, workshops, satellite, audio and videoconferences. Also, the WIC Program has a Dietetic Internship Program accredited by the Commission on Accreditation for Dietetics Education of the American Dietetic Association. This program trains qualified nutrition professionals for public health positions. The WIC Program also includes the Breastfeeding Peer Counseling Program. This program enables local WIC providers to build upon and expand breastfeeding promotion and support activities in their community by providing support, encouragement and technical assistance to pregnant and breastfeeding women.

Telephone: (573) 751- 6204 or TEL-LINK (573) 835-5465

SECTION FOR HEALTHY FAMILIES AND YOUTH (HFY)

The Section for Healthy Families and Youth (HFY) includes the Bureau of Genetics and Healthy Childhood and the Bureau of Special Health Care Needs. The Section Administration provides oversight and guidance to the bureaus on the planning, implementation, and monitoring of programmatic, fiscal, and personnel activities. Responsibility for both the Maternal and Child Health (MCH) Block Grant and the Early Childhood Comprehensive Systems (ECCS) Grant is maintained within the Section Administration. The Section Administration coordinates the collection, compilation, and development of the budget, narrative, and performance measures for the annual MCH Report\ Application, and oversees the distribution and use of the MCH funds. The Section Administration is also responsible for the application and management of the ECCS Grant and its activities. The ECCS grant funds activities to build and implement a Statewide Early Childhood Comprehensive System that supports families and communities in their development of children who are healthy and ready to learn at school entry. ECCS grant activities include: a contract with the University of Missouri-Kansas City-Institute for Human Development to facilitate local infrastructure development, coordinating at the state level through the ECCS Steering Team, and informing policy making activities through work with the Coordinating Board for Early Childhood.

BUREAU OF GENETICS AND HEALTHY CHILDHOOD (GHC)

The Bureau of Genetics and Healthy Childhood promotes and protects the health and safety of individuals

and families based on their unique conditions, needs and situations. The bureau achieves this by implementing prevention and intervention strategies to optimize health and the environment from pre-pregnancy through adulthood. Related activities of the bureau encompass public and professional education; screening and follow-up services; surveillance; needs assessment; and resource identification and development. The bureau accomplishes its mission in collaboration with families, health care providers and other community, state and national partners.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

INJURY AND VIOLENCE PREVENTION PROGRAMS (IVPP)

The vision of the Injury and Violence Prevention Program is a safer, healthier and violence-free Missouri. The mission of the program is to improve the health of Missourians by preventing and reducing intentional and unintentional injuries. This is done by creating and maintaining an infrastructure that develops public policy, coordinates injury and violence prevention interventions within DHSS, collaborates and coordinates interventions with other agencies addressing injuries, supports the collection and analysis of injury data, and conducts ongoing quality improvement and program evaluation activities. Programs implemented by the IVPP include:

SAFE-CARE (SEXUAL ASSAULT FORENSIC EXAMINATION-CHILD ABUSE RESOURCE AND EDUCATION) NETWORK

The SAFE-CARE Network provides training to physicians, nurse practitioners, and physician assistants in the medical evaluation of alleged victims of child sexual abuse, physical abuse, and neglect. Child abuse medical-resource centers collaborate with SAFE-CARE Network providers to improve the medical response to child maltreatment in a multidisciplinary context.

Website: <http://www.dhss.mo.gov/living/families/injuries/safecare/index.php>

Telephone: (573) 751-6210 or toll-free (800) 877-6246

SAFE KIDS MISSOURI

The IVPP contracts with eight local coalitions in Missouri to assist with building local infrastructure to deliver unintentional injury prevention activities for children younger than 15. Safe Kids coalitions focus on the safety of child passengers, bicycle and wheeled sports, the home, motor vehicles, pedestrians, and the prevention of drowning, poisoning, falls, fire and burns, as well as other injuries.

Website: <http://www.dhss.mo.gov/living/families/injuries/safekids.php>

Telephone: (573) 751-6210 or toll-free (800) 877-6246

ADOLESCENT HEALTH PROGRAM

The Adolescent Health Program addresses various adolescent, teen and young adult issues of 10- to 24-year-olds. The program provides consultation, education, training and resources for health professionals, school personnel, parents, adolescents, and state and community organizations, to improve the health of adolescents. Program staff consults with department programs to strengthen capacity and expertise in addressing the health of adolescents and their families. The Council for Adolescent and School Health assists the department in identifying adolescent priorities and promoting strategies to reduce health risks to adolescents, and promoting healthy adolescent development.

Services include:

- training and presentations on current adolescent health issues;

- the Teen Outreach Program (TOP) and after-school programs with service learning opportunities that promote healthy youth development, improve academic outcomes, and protect adolescents from risk factors that contribute to teen pregnancy and other negative behaviors;
- providing resources regarding best practices and replicating evidence-based teen pregnancy and STD prevention education programs;
- preconception health education and curriculum resources for educators of teens;
- publishing a newsletter on best practices in adolescent health care; and,
- providing free materials that can be ordered from the department's AV and Literature Warehouse.

Website: <http://dhss.mo.gov/living/families/adolescenthealth/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SCHOOL HEALTH SERVICES PROGRAM

The School Health Services Program provides overall guidance to school nurses, school administrators, and the public regarding school nursing and school health issues. The state's school nurse consultant provides consultation and technical assistance regarding the role of nurses serving in school settings. The program collaborates with internal and external agencies to assure a public health approach to school health.

Services include:

- a website containing guidelines for best practices to address vision and hearing screening, and chronic conditions such as asthma, diabetes, food allergies, communicable diseases, and head lice;
- links to departmental, state and national resources;
- tools for school nurses to use, including PowerPoint presentations on topics of interest to school staff;
- email blasts to school nurses related to school health services news and resources;
- an online reporting mechanism for all school districts so that statewide trends in school health (such as nurse-to-student ratio and children with special health care needs) are identified on an annual basis; and,
- an electronic newsletter sent to all school nurses.

Website: <http://www.dhss.mo.gov/living/families/schoolhealth/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

GENETIC SERVICES PROGRAM

The Genetic Services Program, through contracts with Genetic Tertiary Centers, provides support services to reduce the morbidity and mortality associated with genetic disorders. Information is provided to the public and medical professionals regarding genetic disorders and the availability of genetic services in Missouri. A referral network is maintained for individuals in need of diagnostic services, treatment, counseling, and other genetic-related services.

Website: <http://www.dhss.mo.gov/living/families/genetics/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT CYSTIC FIBROSIS PROGRAM

The Adult Cystic Fibrosis Program provides assistance to individuals who are 21 years of age and older and have been diagnosed with cystic fibrosis. Applicants must meet the financial eligibility guidelines that are

at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, home medical equipment, emergency care, and service coordination.

Website: <http://www.dhss.mo.gov/living/families/genetics/cysticfibrosis/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT HEMOPHILIA PROGRAM

The Adult Hemophilia Program provides assistance to persons who are 21 years of age and older and have been diagnosed with Hemophilia or Von Willebrand disease. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, blood factor products, emergency care, home medical equipment, and service coordination.

Website: <http://www.dhss.mo.gov/living/families/genetics/hemophilia/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT SICKLE CELL ANEMIA PROGRAM

The Adult Sickle Cell Anemia Program provides services to participants who are 21 years of age and older and have been diagnosed with sickle cell disease. Participants who meet the financial eligibility guidelines can receive inpatient services, outpatient services, emergency care, home medical equipment, and prescription medications. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

Website: <http://www.dhss.mo.gov/living/families/genetics/sicklecell/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

METABOLIC FORMULA PROGRAM

The Metabolic Formula Program provides assistance to individuals who have one of the diseases listed below. If individuals are not [financially eligible](#) for the program, service coordination is available. Program services include assistance for the purchase of metabolic formula from DHSS contracted providers and an annual examination at one of the metabolic treatment centers. Medical eligibility for the Metabolic Formula Program is documented with a written medical diagnosis of one of the following conditions: phenylketonuria (PKU), maple syrup urine disease (MSUD), glutaric acidemia, homocystinuria; methylmalonic acidemia, citrullinemia; argininosuccinic acidemia, isovaleric acidemia, 3-hydroxy-3-methylglutaryl CoA lyase deficiency (HMG), 3-methylcrotonyl CoA carboxylase deficiency (3MCC), propionic acidemia, long-chain 3-hydroxyacyl CoA dehydrogenase deficiency (LCHAD), very-long-chain acyl-CoA dehydrogenase deficiency (VLCAD), ornithine transcarbamylase deficiency (OTC) and tyrosinemia (type I, II and III).

Website: <http://www.dhss.mo.gov/living/families/genetics/metabolicformula/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN SCREENINGS

NEWBORN BLOOD SPOT SCREENING PROGRAM

The Newborn Blood Spot Program provides early identification and follow-up of phenylketonuria (PKU), biotinidase deficiency, galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, cystic fibrosis, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, and amino acid disorders

that suggest the presence of disease in affected but asymptomatic infants to ensure that either a repeat newborn screen or a confirmatory test has been done. In addition, infants found to be positive are referred to a system of health care.

Website: <http://www.dhss.mo.gov/living/families/genetics/newbornscreening/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN HEARING SCREENING PROGRAM (NBHS)

Since 2002, Missouri law requires all hospitals and birthing centers to screen babies for hearing loss prior to discharge. The Newborn Hearing Screening Program seeks to ensure all babies born in Missouri receive timely and appropriate screening, diagnosis, and intervention for hearing loss. The work of the Newborn Hearing Screening Program is accomplished by:

- maintaining a tracking and surveillance system that involves the collection and analysis of data gathered from Missouri hospitals, audiologists, and the Missouri Department of Elementary and Secondary Education;
- ensuring all families of Missouri newborns receive notification of screening results that require further follow-up;
- providing technical assistance to birthing facilities; and,
- providing education about newborn hearing screening, diagnosis and intervention to families and health care providers.

Website: <http://www.dhss.mo.gov/living/families/genetics/newbornhearing/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SICKLE CELL ANEMIA PROGRAM

The Sickle Cell Anemia Program, through contracts with hemoglobinopathy centers, promotes and provides screening, testing, referral, education, counseling, and follow-up services for Missouri citizens at risk for sickle cell conditions. Information about sickle cell disease and sickle cell trait is directed at the general public, health professionals, and targeted populations.

Website: <http://www.dhss.mo.gov/living/families/genetics/sicklecell/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

FOLIC ACID PROGRAM

The program's purpose is to increase the number of Missourians who are aware of the importance of folic acid intake in reducing the risk of certain birth defects, diseases and health conditions, and who take a daily multivitamin containing 400 micrograms of folic acid to assure adequate folic acid consumption. The program develops implements, disseminates and evaluates nutrition-education materials and information for health professionals, minority audiences, and the general population.

Resource used: *An Ounce of Prevention: Addressing Birth Defects Related to Folic Acid, Alcohol and Tobacco*

Website: <http://www.cdc.gov/ncbddd/folicacid/index.html>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN HEALTH PROGRAM (NBH)

The Newborn Health Program promotes healthy birth outcomes and healthy infants by increasing awareness of recommended "best" practices through educational activities and materials. Messages and

activities promote the importance of preconception and interconception care; early entry into prenatal care; use of folic acid to prevent birth defects; avoidance of smoking, alcohol and other drugs; breast-feeding; placing babies on their backs to sleep; and other healthy behaviors. The program targets all women of childbearing age, infants, and children.

Website: <http://www.dhss.mo.gov/living/families/genetics/newbornscreening/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

BREAST-FEEDING PROGRAM

The purpose of the Breast-feeding Program is to improve the health of infants and their mothers through the promotion and support of breast-feeding initiation, exclusive breast-feeding for the first six months of life and continuation for at least the first year of life. In addition, this program provides technical assistance, training, and educational materials to health providers and the general public regarding breast-feeding.

Website: <http://www.dhss.mo.gov/living/families/babies/breastfeeding/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

HOME VISITING PROGRAMS

BUILDING BLOCKS OF MISSOURI PROGRAM

The Building Blocks Program is a prenatal and early childhood nurse-home visiting program based on the David Olds' Model (Nurse-Family Partnership®). This model was first implemented in a scientifically controlled study in Elmira, N.Y., more than 30 years ago, and later replicated in Memphis, Tenn., and Denver, Colo. Twenty-seven other states are now replicating the model. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines and be first-time mothers who enter the program prior to the 28th week of pregnancy. Nurse-home visitors work with the women and their families in their homes during pregnancy and the first two years of the child's life to accomplish three goals. These goals are to improve:

- pregnancy outcomes by helping women practice sound health-related behaviors, including decreasing the use of cigarettes, alcohol and illegal drugs, and improving nutrition;
- child health and development by helping parents provide more responsible and competent care for their children; and,
- families' economic self-sufficiency by helping parents develop a vision for their own future, find jobs, and continue their education.

The program is currently implemented in southeast Missouri, St. Louis, and Kansas City.

Website: <http://www.dhss.mo.gov/seniors/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

MISSOURI COMMUNITY-BASED HOME VISITING PROGRAM

The Missouri Community-Based Home Visiting Program utilizes the *Families At-Risk* model, developed by the University of Missouri-Sinclair School of Nursing in collaboration with the Missouri Department of Health and Senior Services. The model utilizes nurses and paraprofessionals and provides intensive sustained visits and community services for two to three years to a limited number of families who have been identified as at-risk and meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines. The goals are to increase healthy pregnancies and positive birth outcomes and decrease child abuse and neglect through home-based services. The program provides assessments, education, referrals and case management for Missouri families most at-risk in the following

geographic areas: Boone County and the City of Columbia, Clay County, Independence, Mississippi County, New Madrid County, Phelps-Maries Counties, Platte County, Randolph County, Springfield, and St. Louis City and County.

Website: <http://www.dhss.mo.gov/seniors/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ALCOHOL, TOBACCO AND OTHER DRUG PREVENTION AND AWARENESS (ATOD P&A) PROGRAM

The program targets the prevention and/or reduction of the incidence of alcohol, tobacco, and other drugs in the preconceptional and prenatal periods. Assessment, counseling, and documentation resources for health care providers to use with pregnant women are available at no charge. In addition, manikins representing infants with Fetal Alcohol Syndrome, prenatal drug exposure, and normal characteristics are available at no cost at 29 community placements sites statewide for use in educational outreach.

Website: <http://www.dhss.mo.gov/living/wellness/tobacco/atod/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ALTERNATIVES TO ABORTION (A2A)

The Alternatives to Abortion Services Program provides services for women to encourage a full-term pregnancy. Applicants must meet the financial eligibility guidelines that are at or below 200% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program offers services and counseling to pregnant women that continue for one year after their baby's birth. The goal is to assist a woman in carrying her unborn child to term, rather than having an abortion. The services include, but are not limited to, the following: prenatal care; medical and mental health care; parenting skills; drug and alcohol testing and treatment; child care; newborn or infant care; housing; utilities; educational services; food, clothing and supplies related to pregnancy, newborn care, and parenting; adoption assistance; job training and placement; establishing and promoting responsible paternity; ultrasound services; case management; domestic abuse protection; and transportation. Actual provisions and delivery of these services are dependent on a client's needs and are not prioritized by the department. Services exclude any family planning services. No program funds are used to perform or induce, or assist in the performance, induction, or referrals for abortions. The Missouri Alternatives to Abortion Public Awareness Program helps pregnant women at risk for having abortions be made aware of the alternatives to abortion agencies and services located and available to them in their communities. The alternatives to abortion public awareness program includes the development and promotion of a website, which provides a geographically indexed list of alternatives to abortion agencies, as well as contractors for the Alternatives-to-Abortion Services Program.

Website: <http://www.dhss.mo.gov/living/families/womenshealth/alternativestoabortion/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

TEL-LINK PROGRAM

TEL-LINK is the Missouri Department of Health and Senior Services' confidential, toll-free telephone line (1-800-835-5465) for maternal and child health care. The purpose of TEL-LINK is to provide over-the-telephone information and referrals to Missouri residents concerning a wide range of health services. Callers are given referrals and then are transferred immediately to the appropriate community service.

Website: <http://www.dhss.mo.gov/living/families/tellink/index.php>

Telephone: (573) 751-6266 or toll-free (800) 835-5465

BUREAU OF SPECIAL HEALTH CARE NEEDS (SHCN)

The Bureau of Special Health Care Needs (SHCN) provides statewide health care support services, including service coordination, for children and adults with disabilities, chronic illness and birth defects. State and federal funding supports SHCN services. To be eligible for SHCN services, individuals must be a Missouri resident, have a special health care need, and meet medical and financial eligibility when required. There is no fee for applying for these services. Service coordination is an essential service for people with complex conditions and needs. Service coordination is provided to all bureau program participants, regardless of financial status.

Website: <http://www.dhss.mo.gov/living/families/shcn/index.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

ADULT HEAD INJURY PROGRAM (AHI)

The Adult Head Injury Program assists Missouri residents, ages 21 to 65, who are living with a traumatic brain injury. Through service coordination, the program links participants to resources to enable independent living, community participation and employment. Participants who meet financial eligibility requirements may also receive rehabilitative services to help them achieve identified goals. Rehabilitative services include counseling, vocational training, employment supports and home- and community-based support training.

Website: <http://www.dhss.mo.gov/living/families/shcn/ahi.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS PROGRAM (CYSHCN)

The CYSHCN program provides assistance statewide for children and youth with special health care needs from birth to age 21. The program focuses on early identification and service coordination for children and youth who meet medical eligibility guidelines. As the payer of last resort, the program provides limited funding for medically necessary diagnostic and treatment services for children whose families also meet financial eligibility guidelines. Children and youth with special health care needs are those who have or are at increased risk for a disease, defect or medical condition that may hinder their normal physical growth and development. These children require health and related services that go beyond those required by children in general.

Website: <http://www.dhss.mo.gov/living/families/shcn/cyshcn.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

FAMILY PARTNERSHIP INITIATIVE

The Family Partnership provides information and support to children and youth with special health care needs and their families. These individuals are also given the opportunity to network with each other through various settings, including regional and statewide meetings. Family Partnership members include individuals with special health care needs and their parents, legal guardians or siblings. SHCN utilizes information from Family Partnership members to enhance the relationship between SHCN and the individuals and families they serve.

Telephone: toll-free (866) 809-2400 ext 308

Website: <http://www.dhss.mo.gov/living/families/shcn/familypartnership/index.php>

HEALTHY CHILDREN AND YOUTH PROGRAM (HCY)

The Healthy Children and Youth Program provides service coordination and authorization for medically necessary services for MO HealthNet recipients with special health care needs from birth to age 21. Service coordination includes assessment through home visits and links to services and resources that enable participants to remain safely in their homes with their families. Authorized services may include in-home personal care, in-home nursing care and skilled-nursing visits.

Website: <http://www.dhss.mo.gov/living/families/shcn/hcy.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

PHYSICAL DISABILITIES WAIVER PROGRAM (PDW)

The Physical Disabilities Waiver Program provides service coordination and authorization for medically necessary services to MO HealthNet recipients with serious and complex medical needs who have reached the age of 21 and are no longer eligible to receive services through the HCY Program. Participants must require medical care equivalent to the level of care received in an intermediate care facility, not be enrolled in another waiver, and have been eligible for private duty nursing through the HCY Program. Authorized services may include in-home personal care, in-home nursing care, skilled nursing visits, supplies and equipment.

Website: <http://www.dhss.mo.gov/living/families/shcn/pdw.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

SECTION FOR DISEASE CONTROL AND ENVIRONMENTAL EPIDEMIOLOGY

The Section for Disease Control and Environmental Epidemiology is the principal section involved in the investigation of the cause, origin, and method of transmission of communicable (or infectious) diseases and environmentally related medical conditions. The interrelated services focus on surveillance of diseases and the environment, upon which appropriate prevention and control interventions are based, including responses to disease outbreak situations. Included are specific responsibilities related to immunizations, tuberculosis, sexually transmitted diseases, HIV/AIDS, other reportable communicable diseases, food and water-borne illnesses, zoonoses (diseases that humans contract from animals), emerging infections such as Multi-drug resistant tuberculosis, Cryptosporidiosis, Paragonimiasis, and H1N1, food safety and protection, environmentally related health hazards (such as elevated blood lead levels), hazardous substance exposure assessment, radiological emergency response, early disease outbreak surveillance systems, as well as other emergency response functions. The primary units are the bureaus of Environmental Epidemiology; Communicable Disease Control and Prevention; HIV, STD and Hepatitis; Immunization Assessment and Assurance; Environmental Regulations and Licensure; and the Office of Veterinary Public Health.

The section is integral to the Department of Health and Senior Services' emergency response to public health emergencies and natural disasters, including biological, chemical and radiological terrorism. The section assures rapid detection through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases and conditions that may indicate an emergency or bioterrorism event. Rapid response is assured through emergency response planning by public health staff deployed strategically and prepared through expertise and training to respond to a possible emergency or bioterrorism event.

Telephone: (573) 751-6141

Division toll-free number: (866) 628-9891

Disease reporting toll-free number: (800) 392-0272

BUREAU OF ENVIRONMENTAL EPIDEMIOLOGY

The Bureau of Environmental Epidemiology is involved in the investigation and prevention of illnesses and medical conditions related to the environment. The bureau's efforts focus on illnesses and medical conditions associated with exposure to chemical, bacteriological and physical agents in our environment and in water we consume.

Services include:

- conducting epidemiological studies, identifying environmental health surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting environmental health data at regular intervals to track trends and providing regular reports on these analyses;
- preparing and disseminating seasonal heat and cold advisories;
- preparing an annual fish consumption advisory, and other specific advisories, in conjunction with the Missouri departments of Natural Resources and Conservation, and preparing appropriate health education and outreach materials;
- performing and evaluating health and quantitative risk assessments of hazardous waste sites, Brownfields sites, and various work environments;
- providing private drinking water well sampling for environmental contaminants with analysis by the State Public Health Laboratory or another laboratory, interpreting the results of analysis, making health-protective recommendations to private well owners, and recommending and facilitating this service at the county level when possible;
- coordinating public health responses to Missouri's numerous mining, milling, and smelting sites contaminated with lead and other heavy metals, including long-term stewardship and redevelopment of these properties;
- implementing the state Healthy Indoor Environments Program; (The program provides citizens and professionals with technical assistance and education on a variety of indoor environmental issues such as indoor lead exposure, air quality, radon, and contaminant exposures, and how to make indoor environments safer and healthier.)
- implementing the state Childhood and Adult Lead Poisoning Prevention Programs; (The programs provide testing, surveillance, risk assessment and case management and administer grants from the Centers for Disease Control and Prevention and the Environmental Protection Agency.)
- coordinating the department's response to radiological and chemical emergencies;
- working in partnership with the Agency for Toxic Substances Disease Registry, the Centers for Disease Control and Prevention, Tulane University, the Missouri Department of Natural Resources, the City of St. Louis, and other states' health and natural resource agencies, and federal agencies and organizations on the development and implementation of a national Environmental Public Health Information Tracking Network; and,
- identifying chemical hazards and providing data to local public health agencies, including identifying certain sensitive sites that may be at risk from a release of a hazardous chemical from a fixed facility. Maps are provided that show where these hazards and the at-risk sites are located.

Telephone: (573) 751-6102

Staff is also located in: Springfield (417) 895-6900

BUREAU OF COMMUNICABLE DISEASE CONTROL AND PREVENTION

The Bureau of Communicable Disease Control and Prevention provides comprehensive prevention, intervention, and surveillance programs related to ninety-one reportable communicable (or infectious) diseases

and conditions of public health significance in Missouri. Many of these diseases are emerging infections (such as Multi-drug resistant tuberculosis, Cryptosporidiosis, Paragonimiasis and Novel Influenza). The program also maintains a statewide surveillance system (WebSurv) and performs analysis of morbidity to identify trends and risk factors. In addition to WebSurv, Electronic Surveillance System for Early Notification of Community-Based Epidemics (ESSENCE) is a statewide syndromic surveillance system that looks at chief complaints from hospitals, emergency rooms and over the counter drug sales, and receives data from the poison control centers.

Services include:

- conducting epidemiological studies to investigate the cause, origin, and method of transmission of communicable diseases in order to identify and implement appropriate disease control and preventive measures, such as contact identification, testing, treatment, and source identification;
- identifying communicable disease surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses to support targeted interventions;
- consulting with local public health agencies, government at all levels, community organizations, hospitals, health care providers, private businesses, the media, and others regarding diagnosis and control measures for reportable communicable diseases, and providing public health education as requested;
- provide training and technical assistance and consultation to local health officials on disease investigations, control activities, and analysis/interpretation of data to prevent communicable diseases in local health officials' communities to help those communities respond rapidly to outbreaks;
- providing community planning and rapid epidemiologic response for emergencies such as bioterrorism, pandemic influenza, and natural disasters such as flooding and earthquakes;
- acting as a liaison with other agencies such as the Missouri Department of Agriculture to maintain current knowledge of diseases occurring in animal populations that may affect humans;
- providing treatment for tuberculosis (TB) disease or infection and tuberculin skin testing materials for use in extended contact investigations, and assisting local public health agencies with TB case management efforts.
- providing assistance to local health officials in the screening and treatment of public health conditions in newly arriving refugees; and,
- collaborating with other programs within the Missouri Department of Health and Senior Services, other state and federal agencies, and community-based organizations in emergency event planning and response.

Independence	(816) 350-5442
Cameron	(816) 632-7276
St. Louis	(314) 877-2857 (314)877-0237
Cape Girardeau	(573) 290-5783
Popular Bluff	(573) 840-9109
Springfield	(417) 895-6945 (417)895-6918
Columbia	(573)884-3568 (573)882-9881

BUREAU OF HIV, STD, AND HEPATITIS

The Bureau of HIV, STD, and Hepatitis provides comprehensive prevention, intervention, care, and surveillance programs targeting HIV/AIDS, syphilis, gonorrhea, chlamydia, hepatitis B (including perinatal HBV), and hepatitis C.

Services include:

- consulting with local health officers, practicing physicians and others regarding diagnosis, treatment, and control measures for HIV, certain STDs, and hepatitis B and C;
- providing guidelines, recommendations, training and technical assistance or consultation to local public health agencies and community-based providers on HIV disease, certain STDs, and hepatitis B and C, coordination of disease outbreak investigations, disease investigation control activities and analysis of data;
- providing HIV counseling, testing, and referral into care;
- providing HIV/STD/hepatitis outreach, health education and risk reduction programs statewide;
- collaborating with community members, community-based organizations, and other stakeholders throughout the state who serve on the HIV/STD Prevention Community Planning Group and various other advisory bodies;
- collaborating with local, state, and federal agencies as well as community-based organizations to ensure comprehensive health care and supportive services to individuals living with HIV/AIDS through a statewide case management system;
- administering the AIDS Drug Assistance Program, Ryan White Title II, Housing Opportunities for People With AIDS (HOPWA), and Medicaid AIDS Waiver services to eligible low-income Missourians living with HIV who have no other access to health care and supportive services;
- conducting epidemiological studies, identifying communicable disease surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses; and,
- coordinating the perinatal hepatitis B program, in which pregnant women carrying hepatitis B are followed through delivery to prevent transmission of the disease to their newborns.

Telephone: (573) 751-6439

Staff is also located in:

Independence (816) 350-5414

Springfield (417) 895-6909

St. Louis (314) 877-2836

BUREAU OF IMMUNIZATION ASSESSMENT AND ASSURANCE

The Immunization Program provides education and guidance to Missourians promoting immunization against vaccine preventable diseases. The program receives federal grant funding to administer the federal entitlement Vaccines for Children (VFC) Program, a program which, through enrolled health care providers, ensures vaccine is available to eligible children. The program also provides education and immunization record assessments for health care providers to increase coverage rates; develops and maintains a central immunization registry; tracks immunizations mandatory for school and day care; forecasts need; and gives technical assistance to providers and the general public regarding recommendations, vaccine safety, schedules, and other general vaccine information.

The Immunization Program also focuses on the provision of services to prevent and control influenza outbreaks in vulnerable populations through immunization of VFC-eligible children and some adult populations. The program is an integral participant in pandemic influenza planning, vaccine distribution provider education, communication, data management and reporting.

Telephone: (573) 751-6124

Vaccines for Children program: 800-219-3224

Staff is also located in:

Independence (816) 350-5470

Cameron (816) 632-7903

Columbia (573) 882-8898

Houston (417) 967-2651

Poplar Bluff (573) 840-9107

Springfield (417) 895-6914

St. Louis (314) 877-0253

BUREAU OF ENVIRONMENTAL HEALTH SERVICES

The mission of the Bureau of Environmental Health Services is to protect the health of all Missourians and visitors to the state by ensuring healthy environments. Five unique environmental sanitation programs contribute to this goal — the Food Safety Program, the Environmental Child Care Program, the Lodging Program, the Lead Licensing Program and the On-site Sewage Program.

Bureau services include:

- reviewing applications and qualifications to determine compliance with lead licensing rules, and issuing licenses and photo identification badges. There are currently six categories of lead licenses: lead abatement workers, lead abatement supervisors, lead inspectors, risk assessors, project designers and lead abatement contractors (firms);
- administering examinations for the licensure of lead abatement supervisors, lead inspectors, and risk assessors;
- conducting inspections of lead abatement worksites to determine compliance with licensure regulations and work practice standards/regulations;
- reviewing lead training provider applications and curricula to determine compliance with accreditation regulations, and grant accreditation of lead training providers;
- conducting audits of lead training providers to determine compliance with accreditation regulations;
- receiving and investigating complaints on unlicensed individuals and contractors conducting lead abatement or lead-based paint detection activities and complaints on lead training providers;
- providing lists of lead abatement licensed individuals to the public;
- providing information on lead abatement methods;
- providing technical assistance to local public health agencies on a variety of environmental public health issues;
- inspecting retail food establishments, including restaurants, school food services, temporary food events, grocery stores, convenience food stores bakeries, etc.;
- inspecting food manufacturing/processing plants;
- responding to food recalls;

- inspecting summer food sites for children;
- providing a public health response to emergencies affecting food;
- inspecting and licensing frozen dessert machines;
- providing technical assistance for general sanitation;
- conducting Initial Licensing inspections of proposed child care providers;
- reviewing blue prints to determine compliance of sanitation guidelines;
- providing technical assistance to local public health agencies' environmental public health specialists on environmental childcare issues;
- providing training to local public health agencies' environmental public health specialists;
- providing training to licensed child care providers;
- providing an environmental response to emergencies affecting licensed child care facilities;
- contracting with local public health agencies to perform sanitation inspections for licensed child care facilities;
- receiving and investigating sanitation complaints on licensed child care facilities;
- providing Lead Risk Assessments for licensed and proposed child care facilities;
- providing consultation on recreational water supplies, including swimming pools;
- providing a public health response to emergencies affecting lodging safety and private water;
- reviewing applications and inspections to determine compliance with the lodging rule, and assuring sanitation and safety of commercial lodging establishments;
- issuing licenses to those commercial lodging establishments that comply with the lodging rule;
- providing training to local public health agencies and industry on lodging regulations.
- providing environmental sanitation information to industry and the public via the Internet;
- permitting and inspecting new construction and repairs of On-site Wastewater Treatment System (OWTS) facilities in compliance with state standards in 11 counties;
- contracting with local public health agencies for permitting new construction and repairs of OWTS facilities in compliance with state standards in 43 counties;
- providing technical assistance to county and municipal agencies that permit new construction and repairs of OWTS facilities under local on-site sewage ordinances;
- reviewing applications and qualifications for OWTS professionals to determine compliance with rules, and issuing registration and licenses. There are currently five categories of OWTS registration and licenses: OWTS installers, advanced OWTS installers, on-site soil evaluators, percolation testers, and private OWTS inspectors/evaluators (real estate related);
- reviewing OWTS professional training provider applications and curricula to determine compliance with certification requirements, and certifying OWTS training providers;
- providing training courses for OWTS installers, advanced installers, inspectors/evaluators and local regulatory agency staff;
- administering examinations for the on-site soil evaluators;
- providing lists of on-site wastewater registered and licensed individuals to the public;
- monitoring OWTS training providers to determine compliance with certification requirements;
- receiving and investigating complaints on unregistered or unlicensed individuals conducting OWTS installations, on-site soil evaluations, percolation tests and inspections/ evaluations and on registered or licensed OWTS professionals improperly conducting OWTS activities;
- reviewing new/innovative OWTS technology for compliance with standards and for effectiveness in protecting health and the environment; and,

- responding to all radiological emergencies.

Telephone: (573) 751-6095

Staff is also located in:

St. Louis	(314) 877-0252
Independence	(816) 350-5405
Springfield	(417) 895-6917
Poplar Bluff	(573) 840-9114
Cape Girardeau	(573) 290-5945
Joplin	(417) 629-3187

OFFICE OF VETERINARY PUBLIC HEALTH

The Office of Veterinary Public Health (OVPH) conducts activities related to:

- the prevention and control of zoonotic diseases that may be transmitted from animals native to Missouri, or accidentally through normal trade, commerce or an act of bioterrorism;
- acting as a liaison with other agencies such as the Missouri departments of Agriculture and Conservation to maintain current knowledge of diseases occurring in animal populations that may affect humans;
- conducting specific disease prevention programs, including the Rabies Program, which focus on consultations with medical providers to assess patient risk factors, education of the public, vaccination of animals, and other preventive measures;
- coordinating with the private veterinary community, professional/educational institutions, and various local, state and federal agencies to plan for and mitigate the results of natural and man-made contingencies that could result in transmission of animal-related diseases to people;
- coordinating seasonal mosquito surveys to examine the prevalence of mosquito-borne pathogens like West Nile virus (WNV) by contracting with local health agencies and publishing the results to the DHSS Internet and a national database;
- monitoring the world-wide occurrence of vector-borne disease agents that could be used in a bioterrorism attack and or introduced accidentally into North America and assisting the department in developing response plans to address these situations;
- providing technical consultation to district staff and local health agencies on the epidemiologic investigation of zoonotic-, tick- and mosquito-borne diseases in Missouri and monitoring the incidence and trends of these diseases;
- facilitating local public health agencies' capacity to conduct tick- and mosquito-borne disease prevention activities by providing educational materials and developing locally based outreach strategies; and,
- promoting evidence-based guidelines to health care providers on the diagnosis and management of tick- and mosquito-borne diseases.

Telephone (573) 526-4780

SECTION FOR EPIDEMIOLOGY FOR PUBLIC HEALTH PRACTICE

The Section of Epidemiology for Public Health Practice serves as the highest scientific authority on issues related to the control and prevention of diseases and health risk behaviors in the state of Missouri. It houses

the resources necessary to operate and maintain major public health information systems, the state's vital records and statistics, community health information, and medical and public health epidemiology resources necessary to prevent, intervene and control diseases and conditions impacting the health of Missourians.

The section is involved in health data collection from the enumeration of the population at risk (e.g., birth and death records) to health-care related experiences of Missourians (e.g. health data abstracting, health-care infections reporting,), to collection, analysis and interpretation of data (e.g., Behavior Risk Factor Surveillance System, Pregnancy Risk Assessment Monitoring System, Missouri Cancer Registry, the dissemination of health statistics (e.g., Missouri Information for Community Assessment (MICA)), and the distribution of downloadable public service announcements, brochures, and other information.

Telephone: (573) 751-6128

OFFICE OF EPIDEMIOLOGY

The Office of Epidemiology uses science to guide and develop public health practices; monitors health status and health risk behaviors through effective use of public health surveillance systems; promotes evidence-based public health interventions; provides epidemiologic consultation for maternal and child health, communicable disease/environmental health, and chronic disease and nutritional health initiatives; and prevents and controls disease outbreaks .

Telephone: (573) 522-2838

Sub-units within the Office of Epidemiology include:

The Communicable Disease Team:

- monitors communicable disease surveillance data in order to detect emerging trends and disease clusters;
- supports and oversees communicable disease outbreak investigations and designs relevant studies;
- provides in-depth epidemiological expertise to other sections and to the department;
- responds to requested consultations from the public, health care providers and other agencies;
- participates in the Department's Emergency Preparedness activities;
- conducts evidence-based public health research; and,
- disseminates current epidemiological knowledge of communicable diseases through presentations and publications.

The Maternal and Child Health (MCH) Team:

- manages the Pregnancy Risk Assessment Monitoring System (PRAMS), which collects state-specific, population-based data on maternal attitudes and experiences before, during, and shortly after pregnancy;
- analyzes maternal, fetal, infant and child vital statistics to develop recommendations for program development, evaluation and community change;
- monitors MCH state and national performance measures, health system capacity indicators and health outcome measures;
- analyzes the growth, anemia, and breast-feeding status and trends of children in federally funded child health and nutrition programs, such as the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), to monitor progress toward national health objectives and to evaluate interventions to improve the nutritional health of children;

- analyzes behavioral and nutritional risk factors among pregnant and postpartum women in the state enrolled in public health programs to monitor progress toward national health objectives and to evaluate interventions designed to improve the nutritional health of women of childbearing age;
- provides data, analytical and program evaluation support to maternal and child health programs; and,
- disseminates Missouri specific MCH data through website displays, reports, presentations, and publications.

The Chronic Disease and Nutritional Epidemiology Team:

- provides epidemiological leadership, expertise and consultation to chronic disease and nutrition programs and other customers to enhance the health and quality of life of Missourians;
- monitors health status and behaviors through effective use of public health surveillance including managing the Behavioral Risk Factor Surveillance System Youth Tobacco Survey, the County-level Study and the Missouri Cancer Registry;
- compiles, analyzes, and interprets data from multiple sources;
- prepares and disseminates data through website displays, reports, fact sheets, strategic plans, and journal articles;
- assists chronic disease and nutrition programs in conducting needs assessments, and in planning and evaluating programs and policies that promote healthy lifestyles and prevention of diseases and complications;
- identifies and compiles evidence-based interventions for preventing and controlling chronic diseases and conditions;
- monitors progress toward national health objectives related to chronic diseases, conditions and health behaviors;
- translates scientific findings into public health practice; and,
- conducts applied public health research.

OFFICE OF COMMUNITY HEALTH INFORMATION

The Office of Community Health Information is responsible for promoting health information for the division as well as emergency response activities. The staff serves as an integral part of such preventive health care programs as cancer detection, heart disease and stroke, diabetes, genetics and healthy childhood programs, and child nutrition assistance and education services. Health communication activities include: website development, social marketing campaigns, news releases, brochures, publications, and broadcast media.

Telephone: (573) 751-8394

BUREAU OF HEALTH INFORMATICS

The Bureau of Health Informatics collects, produces, analyzes and disseminates data-driven health information to promote better understanding of health problems and needs in Missouri, and spotlights improvements and progress in the general health status of Missourians. Data products generated by the bureau aid and guide the planning, development, and evaluation of programs and services of the department as well as the health-related activities of other agencies, institutions and organizations.

General services of the bureau include:

- maintaining the data infrastructure for monitoring the health status of Missourians from Vital Statistics and other health data systems;

- providing state vital statistics and other data reports to federal agencies;
- providing data analysis and statistical support to health programs, local public health agencies and other public health partners;
- publishing statistical reports on the health status of Missourians on a routine and an ad hoc basis;
- disseminating health data via the Web and other media; and,
- providing data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public from computer data files or reference material in accord with statutes, regulations, and policies regarding data confidentiality and use.

Telephone: (573) 751-6272

Sub-units within the Bureau of Health Informatics include:

Health Data Dissemination:

- coordinates the preparation and publication of health data and statistics on the department's website;
- develops and disseminates population estimates for different geographies in the state; and,
- updates and maintains the Web-based data and statistical resources found in the Community Data Profiles and the data query application, Missouri Information for Community Assessment (MICA).

Telephone: (573) 751-6272

Health Care Data Analysis:

- collects and analyzes Patient Abstract System (PAS) data from hospitals, emergency rooms and ambulatory surgical centers;
- collects, analyzes, and reports data related to health care-associated infections;
- analyzes data related to injuries in Missouri;
- links Statewide Traffic Accident Records System motor vehicle crash data to hospital inpatient and emergency room data, and to death certificate data, to study the medical and cost outcomes of motor vehicle crashes;
- supports the Injury Prevention Initiatives Program by studying the incidence of deaths, hospitalizations and emergency room visits due to injury, and analyzing data to determine groups at high risk for injuries;
- prepares various categories of PAS data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay), injury data, and linked crash/PAS data for the Web-based Community Data Profiles and the Missouri Information for Community Assessment (MICA); and,
- publishes statistics on data reported by commercial-, Medicare-, and MC+ managed care plans on access to care, quality of care, and member satisfaction.

Telephone: (573) 751-6272

Vital Statistics Analysis:

- maintains quality control standards on statistical information reported on vital events (i.e., births, deaths, fetal deaths, marriages, dissolution of marriages, and induced abortions) and ensures compliance with the National Center for Health Statistics' Vital Statistics Cooperative Program agreement;
- analyzes data on vital events, related health status measures, and public health programs, publishes monthly and annual statistical reports, produces special statistical reports, and disseminates this information on the department's website and other media as appropriate;

- develops and maintains linked data systems that are used for surveillance of various health problems and the evaluation of public health programs; and,
- produces custom data sets from vital statistics and other data sources, for use in the department's Web-based data query tools (Community Data Profiles and the Missouri Information for Community Assessment (MICA)).

Telephone: (573) 751-6272

BUREAU OF VITAL RECORDS

The Department of Health and Senior Services serves as the state archives for vital records, a statutory responsibility fulfilled by the Bureau of Vital Records.

The bureau:

- maintains the central registry of births, deaths, and reports of fetal deaths for the State of Missouri;
- maintains reports of marriages and divorces for the State of Missouri;
- maintains a Putative Father Registry;
- prepares new certificates as instructed by court order or as a result of adoption or legitimation;
- issues certified copies of births, deaths, reports of fetal deaths and statements relating to marriages and divorces;
- corrects or amends vital records as authorized by state law;
- conducts workshops and trainings for hospital personnel and local public health agencies to ensure the complete, accurate, and timely registration of vital records;
- conducts workshops and provides technical assistance to funeral directors, medical examiners/coroners, and physicians to ensure that death records are properly completed, legible, and promptly registered; and,
- provides vital records for use in the preparation and publication of vital statistics data for national, state, and local levels.

Telephone: (573) 751-6387

DIVISION OF REGULATION AND LICENSURE

BOARD OF NURSING HOME ADMINISTRATORS

The Board of Nursing Home Administrators consists of ten individuals appointed by the director of the Department of Health and Senior Services. The board is responsible for promulgating regulations that establish qualifications for licensure, testing standards, and license renewal requirements of individuals who serve as administrators in a skilled, intermediate care, assisted living, or residential care II facility. In addition, the board conducts hearings affording due process of law, upon charges calling for discipline of a licensee. State staff assigned to the board evaluates the applicant's qualifications for licensure; maintains and administers the state licensure exam; issues licenses; approves, issues, and extends temporary emergency licenses; monitors continuing education programs; audits license renewal applications; renews the license of qualified licensees; maintains accurate records and minutes of all meetings of the full board or a committee thereof; and, maintains a database of all persons holding an administrator's license.

Telephone: (573) 751-3511

FAMILY CARE SAFETY REGISTRY

The Family Care Safety Registry was established by law to promote family and community safety by offering a means to obtain background-screening information maintained by various state agencies from a single source. Families and employers may contact the registry using a toll-free access line, the Internet, or by fax or mail to request background screening information on caregivers they are considering hiring to work with children, the elderly or disabled. Background information provided includes:

- Missouri criminal history and Sex Offender Registry information maintained by the Missouri State Highway Patrol;
- Employee Disqualification List information maintained by the Department of Health and Senior Services;
- Employee Disqualification Registry information maintained by the Department of Mental Health;
- child abuse and neglect information maintained by the Department of Social Services;
- child care facility licensing records maintained by the Department of Health and Senior Services;
- foster parent licensing records maintained by the Department of Social Services; and,
- residential living facility and nursing home licensing records maintained by the Department of Health and Senior Services.

Any person hired as a childcare, eldercare or personal-care worker is required to register with the Family Care Safety Registry.

Toll-Free Number: (866) 422-6872, 7:00 a.m. to 5:00 p.m., Monday through Friday

Website: <http://www.dhss.mo.gov/safety/fcsr/index.php>

SECTION FOR HEALTH STANDARDS AND LICENSURE

The Section for Health Standards and Licensure is responsible for licensing and regulating a wide variety of health care entities, investigating complaints involving those entities, performing inspection activities for numerous Medicare-certified programs, and also ensuring the safe and legal handling and distribution of controlled substances in Missouri. The SHSL consists of four (4) bureaus: the Bureau of Health Services Regulation, the Bureau of Emergency Medical Services; the Bureau of Home Care and Rehabilitative Standards; and the Bureau of Narcotics and Dangerous Drugs.

Telephone: (573) 526-1864

BUREAU OF HEALTH SERVICES REGULATION

The bureau:

- administers the state licensing program for all Missouri hospitals (except state and federal facilities), freestanding ambulatory surgical centers, birthing centers and abortion facilities. These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service, and organization and administration.
- The bureau registers and inspects medical facilities that use ionizing radiation for diagnosis or treatment for compliance with state radiation safety regulations. These include diagnostic X-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers, and nuclear medicine sites. Surveys are also conducted to determine compliance with federal certification standards of all mammography providers in Missouri.
- The bureau conducts survey activities through a contract with the Centers for Medicare and Medicaid Services, related to certification of providers participating in the Title XVIII (Medicare) and Title XIX

(Medicaid) programs. These providers include hospitals, ambulatory surgical centers, laboratories, end-stage renal disease facilities, mobile X-ray services, rural health clinics, long-term care units (skilled nursing facilities and intermediate care facilities) in hospitals and transplant centers.

Telephone: (573) 751-6303

Website: <http://www.dhss.mo.gov/safety/healthservregs/index.php>

BUREAU OF EMERGENCY MEDICAL SERVICES

The Bureau of Emergency Medical Services:

- licenses Emergency Medical Technicians (Basic, Intermediate and Paramedic) and assures all applicants meet requirements regarding background checks and continuing education;
- licenses and inspects ground and air ambulance services;
- inspects and accredits emergency medical technician training entities;
- licenses and inspects Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA);
- inspects and designates trauma centers;
- investigates complaints involving all licensed or accredited activities;
- oversees the Emergency Medical Technician-Paramedic practical tests as a National Registry Representative;
- maintains the Head and Spinal Cord Injury/Trauma Registry, along with providing training and acting as a resource for the Web-based program; and,
- maintains the Missouri Ambulance Reporting System Registry, along with providing training and acting as a resource for the Web-based program.

Telephone: (573) 751-6356

Website: <http://www.dhss.mo.gov/safety/ems/index.php>

BUREAU OF HOME CARE AND REHABILITATIVE STANDARDS

- The bureau conducts on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy providers through contracts with the Centers for Medicare and Medicaid Services.
- The bureau provides technical consultation regarding Missouri licensing requirements for home health agencies and hospices, and Medicare standards for home health agencies, hospices, outpatient physical therapy providers, and comprehensive outpatient rehabilitation facilities.
- The bureau conducts on-site surveys at home health agencies and hospices for compliance with state regulations.
- The bureau completes complaint investigations regarding allegations of inappropriate care and other patient concerns.
- The bureau responds to phone calls received from the federally mandated toll-free “hotline” for the purpose of receiving questions about home health agencies or hospices or for patients to lodge complaints concerning their provider agency or quality of care provided.

Telephone: (573) 751-6336

Website: <http://www.dhss.mo.gov/seniors/homecare/index.php>

BUREAU OF NARCOTICS AND DANGEROUS DRUGS

The Bureau of Narcotics and Dangerous Drugs conducts activities and programs to ensure safe and

legal handling and distribution of controlled substances in Missouri. The bureau registers and regulates all individuals and entities that conduct activities with controlled substances and also works with law enforcement and state health care licensing boards and associations to minimize the abuse of controlled substances in the state. The bureau also:

- maintains a registry of the individuals and firms who prescribe, dispense or otherwise conduct activities that involve controlled substances;
- verifies proper management of controlled substances through inspections and audits of the records and security that must be maintained by firms and individuals who lawfully manufacture, distribute, or dispense controlled substances;
- acts as the state's primary agency in the regulation of controlled substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved;
- maintains the list of schedule-controlled substances for the state of Missouri; and,
- investigates suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies or may develop from inspections and audits conducted by bureau representatives.

Central Office (Jefferson City) Telephone: (573) 751-6321

Website: <http://www.dhss.mo.gov/safety/bnodd/index.php>

SECTION FOR CHILD CARE REGULATION

The Section for Child Care Regulation licenses and regulates child care facilities in Missouri. The section licenses family child care homes that provide child care for up to ten children; group child care homes for 11 to 20 children; and, child care centers of 20 or more children, dependent upon available space, staff qualifications and other requirements that impact children's health and safety. The section regulates license-exempt child care programs. These include child care programs operated by religious organizations and nursery schools.

The services of the section, with regard to licensed and license-exempt child care facilities, include:

- receiving inquiries from potential child care providers and providing consultation on the applicable rules;
- conducting inspections to determine compliance with applicable rules;
- monitoring facilities to ensure ongoing compliance with rules;
- receiving and investigating complaints about facilities;
- receiving and investigating complaints on unlicensed persons providing care for more than four unrelated children; and,
- facilitating action against the licenses of child care providers who do not meet the licensing rule requirements or when the health and safety of children are threatened. The action may include a letter of warning; a letter of censure; a denial of an initial or renewal license; suspension or revocation of the license; or, an immediate suspension if there is a threat of imminent bodily harm to the children in care.

The section's staff members are located in offices in Jefferson City, Columbia, Macon, Springfield, St. Louis, Independence, Poplar Bluff and Cape Girardeau.

Telephone: (573) 751-2450

SECTION FOR LONG-TERM CARE REGULATION

The Section for Long-Term Care Regulation conducts state inspections and federal surveys, and investigates complaints regarding long-term care facilities. There are 1,133 long-term care facilities in Missouri with more

than 77,000 beds licensed and inspected by the section. Of the facilities, 498 are skilled nursing homes, 31 are intermediate care facilities, 174 are assisted living facilities and 430 are residential care facilities. Five-hundred facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The major units in long-term care regulation are Survey and Compliance, Licensure and Certification, Operations, Planning and Development, Engineering Consultation, Central Office Medical Review, and Health Education and Quality Assurance.

Telephone: (573) 526-8524

The section also:

- conducts the Pre-Admission Screening and Annual Resident Review process required by OBRA'87 for any individual with a mental health-related condition who seeks admission to a Medicaid-certified bed;
- conducts inspections and complaint investigations of habilitative facilities serving clients diagnosed with intellectual or developmental disabilities who participate in the Medicaid program;
- conducts inspections and complaint investigations of adult day care providers for state licensing purposes;
- provides construction plan review services to long-term care facilities regarding new construction and extensive remodeling projects; and,
- maintains the level one medication aide register, certified medication technician register and the federally mandated nurse assistant register.

MISSOURI HEALTH FACILITIES REVIEW COMMITTEE

The Missouri Health Facilities Review Committee (MHFRC) oversees the Certificate of Need Program. The MHFRC is comprised of nine members, five of whom are appointed by the Governor, two by the President Pro Tem of the Senate, and two by the Speaker of the House. The MHFRC is charged with addressing issues of health services need, access and cost containment. The Department of Health and Senior Services provides administrative support to MHFRC by providing a principal assistant to the committee.

The goals of the MHFRC are to:

- review proposed health care services;
- contain health costs;
- promote economic value;
- evaluate competing interests; and,
- prevent unnecessary duplication of health care services.

Telephone: (573) 751-6403

DIVISION OF SENIOR AND DISABILITY SERVICES

The Division of Senior and Disability Services (DSDS) serves as the State Unit on Aging and carries out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight, implementation and administration of state-, federal-, and community-based programs designed to maximize independence and safety for adults who choose to remain independent in the community. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data.

Telephone: (573) 526-3626

CENTRAL REGISTRY UNIT/ELDER ABUSE AND NEGLECT HOTLINE

The Central Registry Unit (CRU) maintains the statewide toll-free telephone number (800-392-0210) for reporting alleged abuse, neglect or financial exploitation of persons age 60 and older, and adults with disabilities between the ages of 18 and 59. The Elder Abuse and Neglect Hotline is available from 8:00 a.m. to 8:00 p.m., 7 days a week, 365 days a year.

Reports of abuse, neglect or exploitation registered at CRU include those of individuals living in a community setting (such as a private residence or apartment), as well as those residing in state licensed long-term care facilities (such as a nursing home or a residential care facility). The CRU also registers reports from other care settings such as hospitals, on services delivered through state-contracted in-home service providers, home health agencies, hospice programs and other entities and certain state programs serving eligible adults.

The Central Registry Unit serves as the statewide, centralized intake point for Medicaid (TXIX) funded in-home services authorized through the Division of Senior and Disability Services. Referrals are initially screened at CRU for preliminary eligibility.

The Missouri Shared Care Tax Credit registry is maintained at CRU. Shared Care provides a state tax credit to help qualifying families offset the costs of caring for an elderly person age 60 or older.

Telephone: (573)-751-4842

BUREAU OF SENIOR PROGRAMS

The Bureau of Senior Programs is responsible for ensuring the effective and efficient management of state and local activities associated with the Older Americans Act. As a result of the 1973 amendments to the Older Americans Act, states must designate planning and service areas to develop and implement programs and services for older persons at the local level. Missouri has ten Area Agencies on Aging (AAAs), each responsible for providing services and overseeing programs within specifically defined geographic boundaries. Within the mandates of the Act, priority is given to serving older adults in the greatest social and economic need with a focus on serving low-income and minority elderly. Under the direction of the bureau chief, staff:

- conducts periodic monitoring reviews of the local programs to verify compliance with state and federal guidelines and to validate program and service effectiveness; and,
- provides training and technical assistance to AAA staff members and their boards as requested, keeping them apprised of new developments in the aging field, and federal and state policies and procedures.

Each AAA is allowed flexibility in providing the services most needed within its planning and service area. Each AAA:

- is required to submit an area plan for review and approval in order to receive funding to carry out various provisions of the Older Americans Act at the local level;
- administers the nutrition program—both congregate and home-delivered meals—and nutrition education activities;
- provides evidence-based disease prevention and health promotion activities, services to encourage the employment of older workers, services to support family caregivers, ombudsman services, information about the prevention of abuse, neglect and exploitation of seniors, and issues relating to elder justice; and,
- provides funding for access services, legal services, and in-home services. Access services include transportation and Information and Assistance (I&A), and general outreach and advocacy activities. (In-home services include homemaker chore, personal care, and respite.)

- AAAs may also provide one or more of the following services: minor home modification, counseling, adult day care, telephone reassurance, friendly visiting, case management, and volunteer recruitment.

Telephone: (573) 526-4542

LONG-TERM CARE OMBUDSMAN PROGRAM

The Long-Term Care Ombudsman Program works to advocate for the rights of residents in long-term care facilities. An ombudsman is someone who “speaks on behalf of another.” Through the work of regional ombudsman coordinators (who are employees or contractors of the Area Agencies on Aging) and many volunteers, residents and their families receive assistance with questions and are empowered to resolve complaints. The program also provides educational forums and information to the public regarding issues dealing with long-term care facilities.

Telephone: (573) 526-0727; toll-free: (800) 309-3282

SPECIAL INVESTIGATIONS UNIT

The Special Investigations Unit is housed within the Division of Senior and Disability Services and:

- investigates cases of elder abuse/neglect and financial exploitation that may result in referrals to local prosecutors for prosecution;
- provides assistance to the divisions in the department by conducting training on investigation techniques, consulting for ongoing investigations and assistance to carry out the department’s mission; and,
- provides educational outreach programs, informational training seminars and other related program activities to senior citizen groups, law enforcement agencies, prosecuting attorney personnel, and other governmental entities and community groups in an effort to increase awareness of the threat of exploitation and abuse of elder citizens.

Telephone: (573) 522-4150

SECTION FOR ADULT PROTECTIVE AND COMMUNITY SERVICES

The Section for Adult Protective and Community Services (SAPCS) includes the following bureaus and units, all of which are part of the field staff operations for the Division of Senior and Disability Services.

Telephone: (573) 526-8537

AUTOMATION AND ANALYSIS UNIT

The Automation and Analysis Unit (AAU) oversees the development, improvement and training of the information systems used for tracking statistical information, and for authorizing and reimbursing care authorized by Home and Community Services’ field staff. The AAU supports the section by gathering and analyzing data elements to ensure accurate, secure, and consistent data. The AAU oversees and analyzes data captured within the section, including the following: statewide trends in quality assurance; data compliance with state and federal requirements; management and accountability for inventory, equipment and supplies; statewide consistency for automation projects; and full-time employee analysis and staffing. The AAU is the central point of contact for coordination with internal and external partners regarding computer data systems, provider billing and training. The unit also provides education and training for in-home services providers and vendors at a Provider Certification Training, and provider-vendor update meetings.

Telephone: (573) 526-0714

BUREAU OF PROGRAM INTEGRITY

The Bureau of Program Integrity is responsible for the interpretation, development, implementation and maintenance of Missouri adult protective services and case- management policies. Staff interprets and promulgates state regulations, and coordinates and develops protocols and operating procedures to maximize efficiency and effectiveness on behalf of management and sister state agencies in the provision of adult-protective and home-and-community-based services. The unit provides oversight, support and program evaluation to management in the administration of the Aged and Disabled and Independent Living Medicaid Waivers, in coordination with the Department of Social Services' MO HealthNet Division. Policy interpretation and technical assistance are provided to field staff, management, supervisors, stakeholders and other interested individuals. Policies are developed in compliance with the MO HealthNet Division, the Senior and Disability Services' Code of State Regulations, state and federal statutes, guidelines and rules.

Telephone: 573/526-8557

PROVIDER CONTRACTS UNIT

The Provider Contracts Unit approves and manages all contracts awarded by the division for home- and community-based services. This includes conducting a review of all new contract proposals, as well as an annual review of contract requirements. The unit works closely with legal counsel, DHSS procurement, and the MO HealthNet Division to ensure compliance with all state and federal laws and regulations. The unit maintains a home- and community-based services provider database, reviews quarterly and annual financial and service reports, and other activities necessary to ensure contract compliance.

Telephone: (573) 522-8689

BUREAU OF HOME AND COMMUNITY SERVICES

Staff in the Bureau of Home and Community Services (HCS) is responsible for services and programs directly administered by the division involving eligible persons 60 years of age or older and adults with disabilities between 18 and 59. Generally, to be eligible for services, adults must meet specific guidelines pertaining to protective, economic, social and care needs. Through a comprehensive investigative or assessment process, the division determines the intervention and services necessary to meet the needs of each eligible adult.

The bureau is also charged with the oversight of in-home service providers, consumer-directed vendors, and counseling providers and residential care facility personal-care providers (RCF/PC), who deliver services to clients/consumers of the Division of Senior and Disability Services. Quality assurance staff:

- conducts on-site surveys, technical assistance visits, and revisits, to ensure providers and vendors are operating in compliance with the contract and applicable state and federal laws;
- investigates client complaints regarding providers and vendors to determine appropriate follow-up;
- makes pre-contract site visits to ensure the provider/vendor is prepared and capable of implementing business in accordance with state and federal regulations;
- makes on-site investigations upon receipt of provider and vendor complaints associated with regulatory violations; and,
- makes referrals to the MO HealthNet Division for recoupment of Medicaid funds.

The Bureau of Home and Community Services' professionally trained social service workers and long-term care specialists carry out state mandates for direct services to disabled adults and seniors in Missouri. Under the direction of the HCS bureau chief, field staff:

- investigates all reports of elder abuse, neglect and exploitation of non-institutionalized elderly;

- intervenes on behalf of eligible adults believed to be at risk of injury or harm, including preparing cases for litigation based on investigative findings;
- informs individuals considering long-term care about options to ensure individuals have the ability to make a decision about care and care settings;
- provides case management services to individuals requiring assistance to remain in their homes, including intake and screening, assessment, service planning and authorization, care monitoring, eligibility reassessment, adjustments to care plans and discharge;
- authorizes in-home provider and consumer-directed services in the home or community under the Missouri Care Options Program, through state and federal funding, which include basic and advanced personal care, homemaker, chore, authorized nursing visits, counseling, basic and advanced respite, home-delivered meals and adult day health care;
- oversees care plans developed in conjunction with seniors and persons with disabilities in their homes who are screened and determined to be medically eligible for nursing facility care and Medicaid eligible (or potentially Medicaid eligible); and,
- coordinates with other organizations involved in care planning to include state and Medicaid-funded in-home services, home health, and local community resource providers on behalf of clients to strengthen the support system necessary to maintain independence and ensure the highest available quality of service delivery.

Telephone: (573) 522-9709

Home and Community Services' regional offices across the state provide oversight to staff in 114 Missouri counties and St. Louis City.

Region 1 – Springfield

Douglas Henry
(417) 895-6454

Region 2 – Cape Girardeau

Tim Jackson
(573) 290-5215

Region 3 – St. Louis

Venessa Hilbert
(314) 340-7351

Region 4 – St. Joseph

Patty Ankrom
(816) 387-2104

Region 5 - Columbia

Thelda Linkey
(573) 882-5190